

GO3 – Adoption of Customer Service Policy Charter

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243371

TRIM 2370

EXECUTIVE SUMMARY

- The Customer Service Charter Policy details our service and communication commitment to our customers.
- The purpose of this report is to seek a resolution from Council that the Customer Service Policy be adopted as exhibited.

REPORT

The Customer Service Charter Policy details our service and communication commitment to our customers.

The new Customer Service Charter Policy has been developed to outline Council's service standards and provide an understanding of what customers can expect from us, and what we ask of our customers. The Charter also outlines how customers can make a complaint if our standards are not met and provide methods of welcoming feedback.

At Council's meeting on 21 November 2016, it was resolved that the revised Customer Service Policy Charter be placed on Public Exhibition and consideration be given to any submissions prior to adoption of the Policy. During the exhibition period no submissions were received. This report is seeking the adoption of the draft policy by Council.

CONSULTATION

Placed on Public Exhibition 22 November 2016 to 30 January 2017 - no submissions were received.

FINANCIAL IMPLICATIONS

This matter has no financial impact on Council's adopted budget or forward estimates.

ATTACHMENTS INCLUDED IN A SEPARATE BOOKLET

1. Draft Customer Service Charter Policy

RECOMMENDATION

That the Customer Service Policy Charter be adopted as exhibited.