

Have your say

Customer Charter



Engagement summary

Background

As a customer-centric organisation, Council understands its customers, is clear about its commitment to them, and develops relationships that are collaborative and trusting.

Council currently has a community satisfaction level of 93 per cent. To maintain this satisfaction rating, Council needs to continue to demonstrate a commitment of putting customers at the centre of everything it does.

The draft Customer Charter is our pledge that we will do our best to respond to customers within our target timeframes and we will resolve issues to the best of our ability. The Charter will provide us with guidance for our customer interactions and can be used to measure our performance.

We asked

Throughout November 2016, we asked the community to contribute their feedback on the Draft Customer Charter.

The Draft Customer Charter and accompanying feedback submission form were promoted via print and online advertising, and made available on our Have Your Say website, as well as at Lake Mac Libraries and Council's Customer Service Centre.

You said

Here is a selection of some of the comments received:

"I like the measurable targets and standards for responsiveness, such as one working day to provide a receipt of email correspondence."

"The draft uses simple, to the point language. A document that is easy to read without long legal jargon is more likely to actually be read and understood."

Have Your Say online engagement website



125

total visits
to the page



20

submissions
received

Next steps

The Customer Charter will be considered by our elected Council at a Council meeting in early 2017.