



# CENTRAL DARLING SHIRE COUNCIL

September 8, 2023

Media Release

## **Council Adopts Customer Service Charter**

Central Darling Shire Council has adopted a new Customer Service Charter.

The charter details Council's service and communication commitment to customers, which is a high priority for the organisation.

It was developed to outline Council's service standards and provide an understanding of what customers can expect from Council and also what Council asks from its customers.

The charter outlines how Council will respond and communicate, including communication response times, and how customers can provide Council with feedback.

The charter also provides an accountability mechanism for Council's commitment to customers.

At a staff training day in July the draft charter was explained to employees before going to Council and being exhibited for public comment. No comments were received, and it was adopted at the August Council meeting.

The completion of the charter was an action identified in Council's delivery program and operational plan.

The new Customer Service Charter will be available on Council's website.

Ends.

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