

## Customer Service Charter

South Gippsland Shire Council adopted the new Customer Service Charter at its May Council Meeting today.

The review of the Customer Service Charter was a 2020/21 annual initiative in the Council Plan and aims to address the Customer Focused Organisation strategic objective.

It is substantially different to the current Charter and better addresses key areas of improvement identified during an extensive peer review process. The revised Charter sets agreed standards for employees to commit to and has an increased focus on customer service.

Through the peer review process, it was identified that the blanket 10-days that has been used for responses to enquiries did not accurately reflect every section of the organisation. To address this, the revised Charter now has publicly available service-specific standards to give the community a better indication of turnaround times.

To view the Charter, please visit: [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)

### **Quotes attributable to South Gippsland Shire Council's Chair Administrator Julie Eisenbise:**

*"Having a detailed Customer Service Charter allows the community to have clear expectations when they engage with Council. It also ensures that across the organisation, no matter who handles an enquiry, it is dealt with in the same way that reflects the values of Council. As Administrator's we are happy to support a charter that has a positive impact on both Council staff and the community that we serve." said Ms Eisenbise.*

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