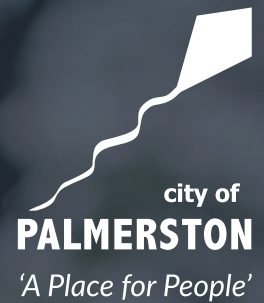


# CUSTOMER SERVICE CHARTER



## OUR COMMITMENTS TO YOU



**VISION** : Our vision at the City of Palmerston is "A Place for People".

**MISSION** : Our mission is to place people at the centre of all we do and deliver, by providing excellent services to our community.

## WHAT OUR COMMITMENTS MEAN FOR YOU:

### MAKE IT EASY

- We listen to our customers' individual needs and work to make interaction easy and efficient for our customers.
- We seek feedback and continually work on improving.
- We have a customer centric culture.
- We strive to meet the changing needs of our customers.

### PERFORM WITH PRIDE

- We strive for excellence and best practice in everything we do.
- We take responsibility and seek suitable solutions.
- We communicate in an open, honest, and transparent manner.
- We are confident in our responses to customers.
- We lead by example.

### LISTEN, LEARN & ACT

- We actively seek and aim to understand customer feedback.
- We act and take ownership of customer transactions through to completion.
- We actively listen to our customers.

### EVALUATE AND IMPROVE

- We review and evaluate our customer experience progress.
- We review and report internally on our staff satisfaction progress.
- We embrace change for continuous improvement opportunities.