

# Draft Service Commitments



## **CUSTOMER FOCUSED:**

*Place the customer first to deliver a brilliant customer experience.*



## **COMMUNICATION:**

*Listen and respect your issues and concerns.*



## **TIMELY AND INFORMED:**

*Keep you informed throughout your experience with council.*



## **FAIRNESS:**

*Treat you with respect, honesty and consistency.*



## **TRUST:**

*Be reliable and always work to the best of our abilities*



## **CONTINUOUS IMPROVEMENT:**

*Be curious, open to feedback and change*

# Service Standards

