



BANANA SHIRE COUNCIL

Policy

TITLE	CUSTOMER SERVICE CHARTER
POLICY NUMBER	67
COUNCIL FUNCTION	ADMINISTRATION, EXECUTIVE AND GOVERNANCE
RESPONSIBLE DEPARTMENT	CORPORATE AND COMMUNITY SERVICES
LEGISLATION	Local Government Act 2009 Section 9 and 262
ADOPTED	25 JUNE 2014 ORDINARY MEETING – MINUTE OM002789 Previously Approved by EMT 01 July 2013
REVIEWED/AMENDED	26 April 2017 Ordinary Meeting - Minute No. OM003727 CEO approved 13/12/18
NEXT REVIEW DUE	March 2021

POLICY

That, in dealing with customers, Council and staff observe following the principles:

- Treat customers courteously and with respect;
- Provide accurate and up to date information;
- Act on commitments in a timely manner;
- Provide linkages and referral to other relevant information as required,
- Be open and transparent about Council policies, procedures and protocols.

PROCEDURE

The Customer Service Charter incorporating these principles be adopted.

CERTIFICATION

CHIEF EXECUTIVE OFFICER
BANANA SHIRE COUNCIL

18.12.18
DATE