

# Customer Experience Strategy

## Plan on a page

What we will deliver through this Strategy is:

### **Support our staff to excel: Living our Service Promise**

Some key actions include:

- Providing our staff with the skills and knowledge to be more responsive to your needs
- Answering your calls within 60 seconds
- Returning your calls within 24 hours
- Attending to you within 3 minutes at our centres
- Proactive communication if your request is delayed
- An easy and transparent complaints process
- Dedicated support to resolve complex requests

### **Council anywhere, anytime:**

**Council information and services when you want, how want.**

Some key actions include:

- Improve Council's website to meet community needs
- Establish a social media customer service presence to respond to resident requests
- Customer service in the community through a mobile customer service and weekly service stalls on Saturdays

### **Embedding access and inclusion:**

**Easy information and services for everyone**

Some key actions include:

- Information channels optimised continuously for accessibility & inclusion
- Improve the quality of correspondence through the use of plain English

### **Monitor, improve, measure, repeat:**

**The community have a strong voice in Council's future experience**

Some key actions include:

- Develop and display monthly customer experience performance.

