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Consultation – Customer Service Strategy

Council is currently seeking community feedback on the Customer Service Strategy, which was recently endorsed for the purposes of public consultation.

The Town of Gawler is dedicated to improving the way it interacts with and serves its community. The Customer Service Strategy sets out Council's commitment to providing excellent customer service, both internally and externally, and also provides a strategic focus for Council. A framework of documents, including a revised Customer Service Charter, supports the Strategy.

Mayor Redman said, "The Customer Service Strategy defines the goals, objectives and strategies that will enable Council to meet the changing needs of our community over the next three (3) years."

The Strategy also provides an opportunity for each team within Council to review its own customer service processes and service levels, and to identify further opportunities to deliver on Council's commitment to providing efficient and responsive services to the community and customers.

Mr Inat, CEO, said, "Council will be undertaking the Customer Service Strategy consultation period between Friday 31 July 2020 and close of business Friday 21 August 2020".

To view the strategy visit: www.gawler.sa.gov.au/your-voice

Interested members of the community are encouraged to provide feedback on the Customer Service Strategy, which can be lodged via the following methods:

- **Post:** PO Box 130 Gawler SA 5118
- **Over the counter:** Gawler Administration Centre, 43 High St Gawler East, 5118
- **Email:** chiah.mayne@gawler.sa.gov.au
- **Your Voice Gawler** at: www.gawler.sa.gov.au/your-voice

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The media may make contact with Mayor Karen Redman on 0421 839 359