



## 2. ACCESSIBILITY

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**POLICY NO:**

**2.1**

**POLICY TITLE: CUSTOMER SERVICE POLICY**

**FILE NO:** 2991

**ADOPTED:** 14 August 1995

**MINUTE NO:** 288/95

**PREVIOUS POLICY**

**ADOPTED:**

**MINUTE:**

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**POLICY STATEMENT:**

**Complete policy -  
may be obtained through Manager Administrative Services**

1. It is the right of all Council's customers to comment on Council's decisions and/or actions and all persons treated with respect and dignity.
2. Council welcomes comments and views them as an opportunity to improve and enhance services.
3. Comments will be investigated expeditiously and the customer advised of the results.
4. All investigation and resolution of comments will be conducted on the basis of good customer relations and conflict resolution, if necessary.
5. In cases where Council is unable to resolve issues raised in comments, the person making such comments will be advised of other avenues which may be of assistance to them, where relevant.