



Our customers, our focus – *Ko te mea nui, he tangata*

Statement of Commitment

A commitment from Waitakere City Council

Staff within our organisation are expected to uphold the following commitments:

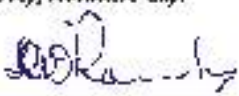
- I provide every customer with a solution or help them understand the options available to them
- All customers are treated as I would wish to be treated myself
- I deliver what I promise
- I take personal responsibility for ensuring plain English communication
- Customers have confidence their issues are being dealt with. I will keep them informed and alert them to any changes
- Any customer issue is my issue, irrespective of departmental boundaries. It is my responsibility to find the issue owner and maintain responsibility for it until then
- I recognise that I am part of a wider team providing customer service. In relation to my own priorities, I will manage the needs of both internal and external customers with thoughtfulness
- I close every transaction by ensuring the customer understands how to make contact again through appropriate channels, should the need arise
- I am the 'friendly face of Council'
- Any service I provide will be undertaken with integrity, honesty and professionalism. Where it is beyond my scope I will ensure that issues are escalated appropriately
- I welcome any feedback and see this as an opportunity to enhance services
- I will also ensure that customer's privacy, dignity, religious and cultural beliefs are respected

All Contractors and service providers working for Council are expected to also give this commitment

Dated this 4th day of August 2005



Mayor Bob Harvey, Waitakere City.



Harry O'Rourke, Chief Executive Officer Waitakere City Council.