

Key additions and changes	Draft Customer Service Policy (2025)
Overarching changes	• The draft Customer Service Policy has been updated to align with Council's 2050 Vision: "AT PARRAMATTA - Local Heart, Global Outlook." • The draft Customer Service Policy will be supported by a Customer Service Charter providing consistency in service delivery across Council. • The draft Customer Service Policy has been developed with our customers and the community in mind. The draft Policy, and language used, has been refined to provide greater clarity for the community when seeking to understand the City of Parramatta's service standards and commitment to its customers.
Customer promise	• The draft Customer Service Policy outlines Council's promise to: be respectful, be easy to deal with, value our customers' time, be helpful, take ownership, be transparent, listen to our customers, and seek to better understand and meet the needs of our customers.
Standards of service	• The draft Customer Service Policy sets expectations for service delivery and consistently presenting a professional and positive image, outlining how is to be achieved. • The draft Customer Service Policy outlines updated service standards providing clarity to our customers and the community of what to expect when interacting with Council. • The draft Customer Service Policy specifies timelines for acknowledgement (three business days) and responding to or providing updates (ten business days) on complaints. These timeframes align with the draft Feedback and Complaints Management Policy currently on public exhibition.
Accessibility	• The draft Customer Service Policy outlines Council's commitment to providing choice for customers; detailing a range of accessible options available to our customers and the community.
Unreasonable conduct by a customer	• The draft Customer Service Policy references Council's use of the NSW Ombudsman's 'Managing Unreasonable Conduct by a Complainant' to assist in identification of unreasonable conduct by a customer and strategies to address that conduct may it occur. • The draft Policy also outlines Council's zero-tolerance approach toward any harm, threats or abuse directed toward Council staff and Council officials.
Positive feedback and complaints culture	• The draft Feedback and Complaints Management Policy outlines the City of Parramatta's encouragement of feedback and complaints from the community.