



MUNICIPALITY OF THAMES CENTRE

REPORT NO. **CAO-004-24**

TO: Mayor and Members of Council
FROM: Chief Administrative Officer
MEETING DATE: May 13, 2024
SUBJECT: **DRAFT Customer Service Charter**

RECOMMENDATION:

THAT Report No. CAO-004-24 **BE RECEIVED** for information;

AND THAT Council **ENDORSE** the Municipality of Thames Centre DRAFT Customer Service Charter, as attached.

PURPOSE:

The purpose of this report is to present Council and the public with a DRAFT Customer Service Charter. The proposed Charter helps to identify and clarify a new service delivery standard to be applied consistently across the organization.

COMMENTS:

The Draft Customer Service Charter, as attached, is another step in a continuum moving the organization towards municipal service delivery excellence. It has been developed as a platform upon which a broader Customer Service strategy may be built. It outlines, as succinctly as possible, the Municipality's customer service commitment and is intended to be published on the Thames Centre website and displayed in Municipal facilities.

If endorsed by Council, customer satisfaction surveys would be a key component of a broader Customer Service strategy in terms of assessing organization success in delivering on the Charter. It is anticipated that additional survey may be developed in future as required to assess specific areas of customer service.

The Municipality of Thames Centre staff are firmly committed to advancing and improving in alignment with Council priorities and its Strategic Plan. For staff, Council endorsement of a Customer Service Charter would ensure a continuation of alignment, mutual support and build upon a Thames Centre 'one team' approach towards increasing excellence in municipal service delivery focused on residents and tangible results.

Council has the option to amend the DRAFT Customer Service Charter or simply receive this report for information.

FINANCIAL IMPLICATIONS:

If endorsed, any costs associated with printing, advertising and/or related surveys would be covered within the approved 2024 Operating budget.

STRATEGIC PLAN LINK

Pillar: *Community Communications & Engagement*

Goal: *Increase communications between the Municipality (Council and Staff) and the public*

CONSULTATION:

Senior Management Team (SMT)
Extended Management Team (EMT)/People Leaders

ATTACHMENTS:

DRAFT Customer Service Charter

Prepared by: D. Barrick, Chief Administrative Officer