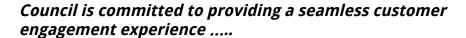
Northern Grampians Shire Council

Quality Customer Engagement Standards





Responsive	We will engage with all stakeholders and listen and respond appropriately to your needs
Innovative	We will be positive and endeavour to find solutions and choice in our service delivery
Continuous Improvement	We will continually strive, within our means, for best possible practice and improvement in service delivery
Prompt	We will respond promptly, within agreed timeframes, to all of your requests
Respectful	We will be respectful and conscious of diversity and make available information and services in an accessible and inclusive manner