

RDC making a positive difference

CUSTOMER CHARTER – Our Commitment To You

Customers are the reason that Rodney District Council exists. Our staff are here to deliver services that you value and meet your needs.

This charter demonstrates our commitment to developing an open, accountable and responsive relationship with all of our customers.

Your rights as a customer

- To a timely and accurate response to your request (whether this is received by telephone, website, email, mail, fax or personally at one of our customer centres)
- To a welcoming, helpful and polite service from our staff
- To be treated with respect
- To be kept well informed, with easy access to council staff, services and information
- To a simple and convenient way to communicate any problems you may have with our service and access to complaint resolution

Our commitment to you

- Accurate and consistent information
- Solutions and options that help you meet your objectives
- Fairness and transparency in our decision making
- Recognition of cultural differences and individual needs
- If we make an error we will act promptly to resolve the issue

Customer feedback

- We are committed to providing a quality service at all times.
- If you have a problem or a suggestion about our service, we would like to know about it.
- Your feedback is welcome verbally, by email, mail or via our website www.rodney.govt.nz.
A formal complaints procedure is in place. Ask for a brochure, visit our website or just give us a call. We are here to listen.