

Item 1: Customer Satisfaction and Trust

SESSION TYPE: Workshop

PURPOSE/DESIRED OUTCOME:

Workshop to provide an overview of the work undertaken to review customer satisfaction and trust measurement at QLDC, identify lessons from comparative research and established practices, and recommend enhancements to the current measurement framework. Consideration of this workstream aligns with the relevant CE KPI for 2023/24. Elected Member feedback is sought on the suggested changes and recommended timeframes.

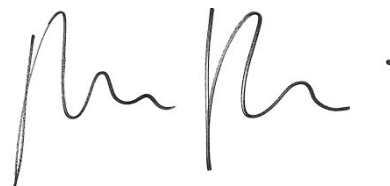
DATE/START TIME:

Tuesday, 23 July 2024 at 9.30am

TIME BREAKDOWN:

Presentation: 30mins

Questions or Debate/Discussion: 30mins



Prepared by:

Name: Ian Dunbar

Title: Business Process Team Lead

12 July 2024

Reviewed and Authorised by:

Name: Meaghan Miller

Title: GM Corporate Services

12 July 2024

ATTACHMENTS:

A	QLDC Measuring Trust and Customer Satisfaction
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