

Meeting Minutes

Customer Experience Local Democracy Group

11 June 2025

Petersham Service Centre, 2-14 Fisher Street, Petersham 2049

Meeting commenced at 6:00 pm and concluded at 7:45 pm.

Attendees

Community members	Council officers	Councillors
Tim Bradshaw	Michael Spikmans	
Maureen Mulquiney	Maxx Dunn	
Therese Spruhan	Danny Li	
Alex Dodds	Fusun Ozan	
	Alice Sawyer	

Chairperson

Michael Spikmans

Acknowledgement of Country

Michael Spikmans

Apologies and membership changes

Rhonda Zoef, Lydia Truong, Vicki Telfer, Mike Williams, Neil Kenzler, Andy Fernandez

Disclosures of conflicts of interest

N/A



Discussion Items

Agenda Item	Discussion summary	Agenda item outcome/action (as required)
3. Customer Service update	Presentation of Customer Service update by Alice Sawyer – Acting Manager Customer Service, discussion of the Mobile Customer Service initiative and Customer Service performance.	Tim Bradshaw had a question regarding % of callers who complete post call surveys. Answer: 10%.
4. Complaints Handling Policy review	Presentation of Complaints Handling Policy and discussion around complaint numbers and service units. Outline of what a complaint is and how they are managed.	N/A
5. Website redesign update & discussion	Presentation of the new website design and reasoning behind our changes.	Small update to be provided on the progress at the next meeting.
6. Discussion	Policy Challenges were scheduled to go to Council for approval at their June 17 meeting.	These will be provided via email once they are endorsed by Council and officially announced.
7. Any other business	Next meeting date. Meeting closed.	Date of next meeting confirmed as Wednesday 17 September 2025, 6:00 to 8:00 pm.



Next meeting

Wednesday 17 September 2025 – Petersham Service Centre 2-14 Fisher Street, Petersham