



Meeting Agenda

Event: Customer Experience Local Democracy Group (LDG) meeting

Date: Wednesday 11 June 2025

Time: 6:00 PM – 8:00 PM

Location: Petersham Service Centre, Level 3 – Function Room

2-14 Fisher Street, Petersham 2049

Online: Microsoft Teams (see invitation for link)

Running Order: Time Items for Discussion

6:00 PM 1. Acknowledgement of Country

6:05 PM 2. Apologies and outstanding actions

6:10 PM 3. Customer Service update

6:30 PM 4. Complaints Handling Policy review

6:50 PM 5. Website redesign update & discussion

7:20 PM 6. Discussion
• Next meetings: 17 September, 12 November

7:25 PM 7. Any other business

8:00 PM Meeting closed

Next Meeting: 17 September