

11 May 2021

We want to hear from you

Our local communities mean a lot to us, that why a customer satisfaction survey will be conducted throughout the Warrumbungle local government area to gain your opinions.

“This customer satisfaction survey will be conducted to gain a snapshot of the services that are most important to the community, and how well the community feels the services are delivered,” said Warrumbungle Shire Council Mayor Councillor Ambrose Doolan.

“Community focus is important to Council and surveys are just one way that we can receive feedback directly with the community.”

“Surveys are an important tool to measure and improve customers’ experience of Council. This customer satisfaction survey involves a professional survey company interviewing a snap shot of residents about their satisfaction with a wide range of Council services, and asking residents to rate the importance of those services,” Cr Doolan explained.

Jetty Research, who is a professional survey company, will contact randomly selected residents from throughout the entire Warrumbungle local government area.

This survey will commence in late May 2021 and continue throughout June 2021. Phone calls may be received on either landline or mobile phones between 3:00pm – 8:00pm Monday to Thursday, or between 12:00pm – 5:00pm on Saturday.

“Results will also be important in reviewing the Community Strategic Plan after the 2021 Council election and results of the survey will be published for the community to view,” concluded Cr Doolan.

For more information about the survey contact Manager Corporate Service, Jenni Maundrell on (02) 6849 2000.

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