

## Case study: Hutt City Council

*Hutt City is the second largest city in the Wellington region of New Zealand's lower North Island, with a population of just under 100,000. The council provides Local Government public services to the residents, businesses and visitors of the area.*

### Client situation

Hutt City's Customer Services Manager wanted to help other managers and staff understand how a culture of learning from complaints could help the council improve its performance in providing public services to customers.

### How did we help?

Price Perrott delivered an interactive complaints seminar to a mixed audience of council managers and staff, based on our experience of Local Government complaints management. The seminar covered the AS/NZ 10002:2014 International Complaints standard, research into managerial and staff attitudes and the impact on complaint performance. We used practical examples and a case study exercise to help attendees learn how complaints insights can be used as an effective source of continuous improvement in everyday front line service delivery.

### Results achieved

The seminar helped attendees understand the relationship between complaints, customer insight and improving service performance. Specific benefits included:

- Opening discussions around departments, encouraging people to think about the differences in comments and complaints
- Raised awareness of the AS/NZ 10002:2014 International Standard and how the council could comply with best practice
- Increased awareness of the strategic role of complaints and continuous improvement in the council's business goals.



Everyone gained a great insight into looking into complaints in a positive way and not avoiding them, brushing them under the carpet or playing the "blame game"

Jason's professional manner and obvious knowledge and passion for the subject meant that we knew he would be helpful for our Council.



**Kaye Maryan**  
Divisional Manager,  
Customer Services



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**info@priceperrott.com**  
**www.priceperrott.com**  
**+64 (22) 039 7051**

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