

# **City of Adelaide**

## **Public Communication and Consultation Charter**

**When it communicates, consults, or does both, the Council will:**

- 1. Be clear about the subject and the purpose of the contact with you.**
- 2. Use clear and suitable language.**
- 3. Use different methods for different situations.**
- 4. Use processes that are open and accountable.**
- 5. Listen with an open mind and treat you with respect.**
- 6. Allow sufficient time and a range of ways for you to respond.**
- 7. Identify any others who are likely to be affected and talk with them too.**
- 8. Always give a contact name and number.**
- 9. Have fair and clear complaint and conflict resolution processes.**
- 10. Tell you what happened and why.**
- 11 Continue to learn and improve the approach.”**