



## MEDIA RELEASE

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### **“We’re listening”**

Knysna Municipality are making inroads in facilitating better communication between the organisation and its customers.

Municipal Manager Grant Easton announced that the municipality is implementing new procedures to get important feedback from its customers. “We are installing feedback systems at our Customer Care centres. These will allow customers to rate the service that they receive from our staff, providing us with important feedback.”

“This feedback will allow us to evaluate employee performance and to implement measures that will ensure better service delivery from us as a municipality, creating a better experience for our residents and customers.”

Easton asked that residents make responsible use of this system. “The aim of these feedback systems is not to get employees into trouble, but we are also not looking for false praise. We take our responsibility of providing services of a high standard to our residents very seriously and we hope that these systems will provide us with constructive criticism, indicating where we can improve our efforts.”

Acting Executive Mayor Esmé Edge explained that effective communication is a two-way street, requiring valid input from both participants of a conversation. “We already have other measures in place whereby residents can communicate with us, but these new feedback systems at our Customer Care centres will allow for instantaneous feedback on the service received at that very moment. It will show us where we are doing well and it will show us where we can do even better.”

“Outstanding service delivery is not only measured against job descriptions or duty rosters, it is measured by the customer’s experience of that service,” said Edge. “So tell us what you experience by making use of these new systems – we are listening. Ensuring even better service delivery is just one step towards creating a town where people and nature prosper.”

### **ENDS**

*Caption: Feedback pads have been installed at 15 locations throughout the organisation.*

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