

24 July 2020

Seann Paurini

fyi-request-13208-c82fea2c@requests.fyi.org.nz

Dear Seann

Decision on Information Request

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 1 July 2020. You requested the following information:

- Is there a document that clarifies Keith Spry Pool's commitment to the public such as a customer service charter or public service standards policy document?

Wellington City Council (the Council) has granted your request for information at no cost at this time.

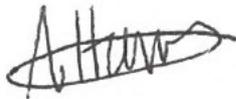
Keith Spry Pool follows the same Code of Conduct as the Council, attached is the Council's commitment to the community.

Right of review

If you are not satisfied the Council's response to your requests and matters raised, you may choose to make a complaint with the Office of the Ombudsman. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Thank you again for your request. I trust this information is of assistance to you.

Kind regards



Asha Harry

Assurance Advisor