



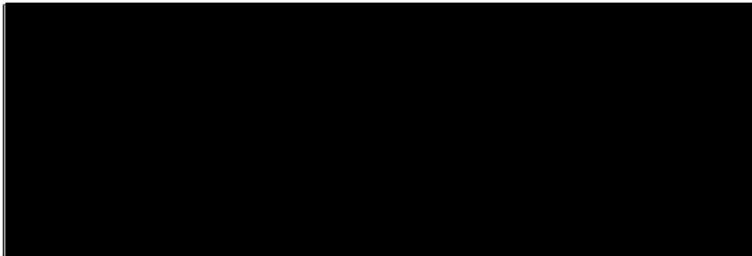
Ref: [REDACTED]

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19 February 2025



### OFFICIAL INFORMATION REQUEST FOR CSC SIGN

I refer to your official information request dated 17 February 2025:

[REDACTED] all information about the CSC tolerance sign, why it was changed and why her suggested words were not used. She would like all information about why her proposal was not followed through.

The sign in Council's Civic House Customer Service Centre requesting tolerance from customers and visitors has been in place in its current form for approximately two years (since early 2023). Council anticipates that its interactions with visitors and customers will be positive and productive; communicating its expectations in this regard is seen as an important contributor to achieving this.

Council has a record of a request from you in July 2023 to change the wording of the signage. As was communicated via an in-person meeting at the time, your feedback was accepted and acknowledged. However, it was not felt that any changes to the wording used on the sign were necessary. Council did and does remain comfortable that the wording of the sign is appropriate for its requirements.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](https://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact LGOIMA@ncc.govt.nz.

Yours sincerely

**Jane McLeod**  
Chief Information Officer

Internal Document ID: [REDACTED]