



Customer Service Standards



When you visit our offices or facilities:

- Staff will acknowledge you on arrival in a friendly and welcoming manner and aim to deal with your query as quickly as possible
- Customers with an appointment will be seen within 10 minutes of arrival (with the exception of Registration where appointments can take longer)
- Where an appointment is made, and you have to wait more than 10 minutes, you will be informed with an explanation for the delay



When you telephone our offices or facilities, staff will:

- State the Council's name when answering the switchboard. When staff answer the telephone extension they will state their name and department
- Aim to answer all calls promptly
- Ensure calls do not ring out and if not answered, will utilise a voicemail facility, or, a message will be taken by another officer and arrangements made to ring you back
- Return your phone calls and respond to voicemails at the earliest opportunity



When you contact us in writing, staff will:

- Acknowledge written correspondence (e.g. a letter) within 5 working days and if possible provide response within this timeframe
- Let you know if a response is going to take longer and keep you up to date with progress
- Acknowledge written correspondence sent via email within 1 working day
- Provide you with the contact details of the appropriate member of staff to let you know who is dealing with your enquiry
- If unable to answer immediately, provide you with a response within 20 working days
- Respond to Access to Information requests in accordance with current legislation
- Aim to respond to Web chats within minutes
- Aim to respond to social media messages the next working day between 9am-5pm
- Welcome all feedback and deal with it positively



When you contact or meet us in person, staff will:

- Meet and greet with a smile
- Aim to resolve your query at the first point of contact, or refer you to the relevant member of staff or agency who can assist



When you contact us with a complaint:

- We will welcome your feedback
- Attempt to deal with your complaint informally in the first instance
- Formal complaints will be acknowledged immediately on receipt
- The Council has a Complaints procedure as a hard copy, or to view on our website, to deal with your complaint efficiently
- We will only use your information for the purpose of resolving your query