

# 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

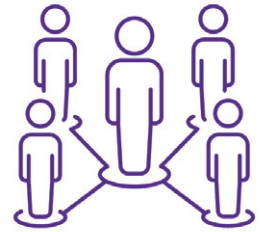
## When you contact us with a complaint:



- 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

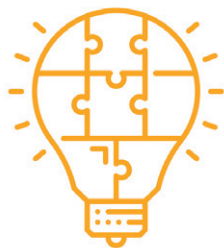
# Our Values

**L** Representing the needs of our district; building strong leadership & using evidence to determine priorities and focus on what matters most.



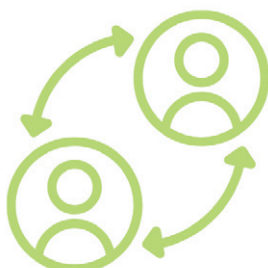
**I** Acting with honesty and impartiality; treating all in an equitable and respectful manner. We ask that you treat our staff the same.

**A** Being open and transparent, providing clear and accessible information on decisions and performance.



**I** Achieving excellence by identifying new ways of working to continuously improve services and deliver on our priorities.

**S** Taking decisions which are in the long-term interests of our district and its people, supporting vibrant communities.



**E** Listening to, understanding and putting the needs of our people, across our communities, at the heart of what we do to create solutions.

**ngagement & Involvement**