



# Our Customer Service Standards

The Council is committed to delivering standards of service that Customers can expect when engaging with Council staff and when visiting Council offices or facilities.

Fermanagh & Omagh District Council is committed to delivering high quality services in an efficient, effective and professional manner while providing easy access to information.

## **Fermanagh & Omagh District Council staff will:**

- Be prompt, approachable, professional and helpful
- Treat you fairly and with respect
- Respect your privacy
- Be open and accountable
- Provide straightforward information and respond quickly and efficiently to requests for Council services

## **In line with our commitment to you, Fermanagh & Omagh District Council will:**

- Work to ensure that our services are accessible
- Consult customers about our services and welcome feedback
- Deal with feedback quickly and positively
- Try to resolve complaints about our service provision to you promptly and satisfactorily

- Make information available on request in accessible formats E.g. large print
- Facilitate language interpretation and/or other support where required (an appointment may be necessary)
- Make every effort to ensure the website is accessible and easy to use for everyone no matter what browser you choose to use and whether or not you have a disability
- Ensure that our services are provided by staff who have the appropriate knowledge, skills and training to do their job efficiently
- Ensure any Council Officer who has to visit your home, will show an official identity card without being prompted. (If you have any doubt about the identity of a particular Officer, you can contact the Council for verification)
- Try to resolve enquiries as soon as possible and actively encourage customers to raise concerns. If your complaint cannot be resolved informally, we have a formal complaints procedure
- Monitor our customer service against the standards we have set in our Customer Charter in order to improve our service delivered to you
- Aim to answer queries at first point of contact or connect you as quickly as possible to the relevant department or Officer

Continued overleaf...



Fermanagh & Omagh  
District Council  
Comhairle Ceantair  
Fhear Manach agus na hÓmaí

## Our Customer Service Standards continued...

### What we ask of you:

- Treat our staff courteously and with respect
- Quote any reference number on correspondence you have received
- Tell us if you have communication difficulties so that we can facilitate a more suitable way to communicate effectively with you
- Provide further information if requested

### When you contact us:

Fermanagh & Omagh District Council strives to provide excellent customer service and is committed to meeting the needs of our customers in a professional manner. You can expect the following standards when contacting us.

### When you visit any Fermanagh & Omagh District Council offices or facilities:

- We will provide appropriate access for all visitors to our facilities
- Venues will be clean and welcoming with up-to-date information about Fermanagh & Omagh District Council facilities and services
- Staff will acknowledge you on arrival and aim to deal with your enquiry as quickly as possible
- If an officer from the relevant department is available you can expect to be seen within 10 minutes
- If your appointment is delayed by more than 5 minutes we will give you an explanation

- If an officer is not available we will make an appointment or arrange for an appropriate officer to contact you

### When you telephone any Fermanagh & Omagh District Council offices or facilities, staff will:

- State the Council's name when answering the switchboard and when answering the telephones will state their name and department
- Aim to answer all calls within 5 rings
- Where possible when someone is not available, take a message, offer voicemail facility or arrange for someone to ring you back
- Respond to voicemails by next working day of receipt

### When you contact Fermanagh & Omagh District Council in writing, staff will:

- Acknowledge all correspondence within 5 working days and respond within 20 working days
- Acknowledge receipt of formal complaints immediately on receipt and respond in accordance with the Complaints Procedure
- Respond to Access to Information requests in accordance with the legislation. If this is not achievable, we will let you know why and give you a new date when you can expect to receive the information requested