

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



When you telephone our offices or facilities, staff will:

- State the Council's name when answering the switchboard and when answering the telephone extension will state their name and department
- Aim to answer all calls within 5 rings
- Ensure calls do not ring out and if not answered are returned to the switchboard
- Where available utilise a voicemail facility or a message will be taken by another Officer and arrangements made to ring you back
- Return your phone calls at the earliest opportunity and respond to voicemails by the next working day of receipt



When you contact us in writing, staff will:

- Acknowledge written correspondence (Letter) within 5 working days and if possible provide response within this timeframe
- Acknowledge written correspondence (email) same working day/within 1 working day
- Provide you with the contact details of the appropriate Officer to let you know who is dealing with your enquiry
- If unable to answer immediately, provide you with a response within 20 working days
- Welcome all feedback and deal with it positively
- Respond to Access to Information requests in accordance with current legislation



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

- Meet and greet with a smile
- As far as possible help you with your query or service request and if unable to do so they will signpost you to the relevant member of staff or agency who can help you



When you contact us with a complaint:

- We will welcome your feedback and deal with it positively
- Formal complaints will be acknowledged immediately on receipt
- We will respond to you in accordance with the Council's Feedback and Complaints Procedure (see our website or ask for a copy) or telephone 0300 303 1777 to request a copy

Our Values

underpin our customer service standards

Fermanagh and Omagh District Council has adopted the following Values to guide our behaviour in the workplace and how we relate to our work colleagues, our customers, our communities and our partners.

Leadership

Effectively representing the needs of our district and all its people; building strong leadership at all levels of the organisation and using evidence to determine priorities and focus on what matters most.

Integrity

Acting with honesty and impartiality; treating all in an equitable and respectful manner.

Accountability

Acting in an open and transparent manner, providing clear and accessible information on decisions and performance.

Innovation

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

Sustainability

Taking decisions which are in the long-term interests of our district and its people, supporting vibrant urban and rural communities and always mindful of our resources.

Engagement and Involvement

Listening to, understanding and putting the evidence-based needs of our people, across our urban and rural communities, at the heart of what we do to create solutions together.

So that we live our Values, the Council will **LIAISE with you and to do so we have developed a set of customer standards to guide us on how we will provide excellent customer service to you together.**