

Customer Service Standards

We are committed to delivering excellent and accessible services to all our customers in a way that is convenient to you either:

- in person
- by telephone
- in writing
- by email and via our website or
- by visiting you at home when necessary

When you visit us at one of our Customer Contact Centres we will:

- greet you as soon as possible
- see you on time if you have an appointment
- see you within 15 minutes if you require a personal interview and do not have a pre-arranged appointment
- provide access to a private interview room on request
- ensure our waiting areas are accessible, clean, comfortable and safe

When you contact the council by telephone we will:

- aim to answer your telephone call within 5 rings
- answer politely and tell you which service you are calling
- try to have your service request or complaint resolved satisfactorily by the first person you contact
- contact the appropriate service on your behalf if we are unable to deal with your enquiry

When you contact the council by letter, email or via our website we will:

- respond to letters within 5 working days
- acknowledge your emails within one working day and provide a full response within five working days.
- let you know if a reply is going to take longer than the service standard and keep you up to date with progress
- make sure our responses are clear, accurate and easy to understand

When we arrange to visit you we will:

- contact you to agree a mutually convenient time for us to visit
- arrive on time
- always show identification and encourage you to ring our offices if you are uncertain who you are dealing with.

We hope you find your visit useful.

If you have any questions, please speak to a member of staff.

