

Service Delivery Standards

We have developed our customer service standards with the help of our staff. They will help us provide you with an efficient and polite service. We will adopt these Standards and continually develop them to make sure we always put your needs first. We want to give you high-quality customer service.

We will:

- Make sure you can always speak to someone.
- Always try to help you when you first contact us.
- Make sure we are friendly and deal with everyone in a polite, helpful and consistent manner.
- Provide you with efficient and effective customer service.
- Make sure you speak with a member of staff who knows the most about your enquiry.
- Wear identity badges and tell you our names.
- Not discriminate against you.
- Provide you with clear and simple information; and be open and honest and give you access to all public information.

We will keep you informed and involved by:

- Making information about us and our services accurate, useful and up to date.
- Making our services available to you whatever your abilities.
- Regularly telling you how well we are meeting our customer service standards.
- Reviewing our customer standards every year; and
- Using your feedback to help us make decisions.

Help us to help you. Let us know:

- In good time if you need to cancel or rearrange an appointment.
- If you need a British Sign Language interpreter or any other language interpreter.
- Immediately if you are unhappy with the service you received.
- If you are pleased with the service you received.
- What you think by using the comments, compliments and complaints system.

When we receive your letters and faxes, we will:

- Send an acknowledgement within five working days.
- Tell you who is dealing with your enquiry.
- Respond within 20 working days.

When you visit us, we will:

- Make sure that council buildings are accessible.
- Welcoming, safe and friendly.
- Have clear signs in reception areas.
- Provide self service facilities where appropriate.

- Make sure we greet you quickly and courteously.

When we meet you face-to-face, we will:

- Be on time.
- Wear name badges or carry identification.
- Arrange a time and place for you to talk with us in private.
- Make other arrangements to see you if you cannot visit us.

When we receive your emails, text or other electronic communications, we will:

- Send an acknowledgement to all enquiries that need a written response within five working days.
- Send a full response within 20 working days.

When we deal with comments, compliments and complaints we will:

- Give you information on how to make a comment, compliment or complaint.
 - Record your comments, compliments and complaints and use them to review and improve our services.
 - Respond to your complaints within 20 days.
 - Make sure we keep your complaint confidential and treat everyone concerned fairly.
 - Tell you how to take your complaint further if you are not happy with our response.
 - Apologise when we have done something wrong and do our best to put it right.
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