

Our Customer Charter

We will:

- Be courteous, friendly and efficient
- Listen carefully to what you have to say
- Provide information and advice in a form that you can easily understand
- We aim to respond fully to at least 80% of all enquiries
- We will respond actively to the differing needs of all our customers so as to ensure that an equality of service is maintained

If you visit:

- You should not have to wait more than 10 minutes before being seen
- We will arrange private interview facilities where appropriate
- We will identify ourselves to you so that you know the name of the person you are dealing with

If you telephone:

- We aim to answer calls, on average, within 30 seconds
- If we have to transfer your call, we will tell you the name of the person you are being transferred to and brief our colleague about your enquiry
- If the person you need is not available, we will take a message

If you write:

- We will reply to correspondence within 10 working days

If you e-mail the Council's Customer Service team:

- You will receive an automated acknowledgement of receipt of your message and the Customer Services team will respond within a maximum of 3 working days
- If we are unable to respond fully to your enquiry, we will give you the contact details of the person who will be responding

If you make a complaint:

- We will acknowledge your complaint immediately on receipt and make a full response within 10 working days.

If we visit your home:

- All our staff and any contractors working for us will always carry an identity card and identify themselves to you

You can help us by:

- Letting us know if we have failed to keep any of the promises in this charter
- Giving us all the information we need to help you
- Letting us know if you have any special or individual needs
- Giving us your views on how well we deliver services