

# Our Customer Care Standards

## What can you expect

### When you phone us:

- We will answer the phone as quickly as possible.
- The person who answers your call will aim to answer your enquiry there and then. If we cannot answer your enquiry we will give you a timescale for coming back to you with an answer.
- We will respond to voicemail messages within one working day or provide an appropriate answer machine message explaining who to contact or when the person you are calling will be back in the office.

### When you email us or use our online Contact Us form

- We will respond to simple enquiries within 5 working days and all enquiries within 10 working days. If we cannot respond in full within 10 working days we will explain why and tell you when to expect a response.
- We will write to you clearly and in plain English
- We will avoid complicated terms and jargon
- If the staff member you email is away you will receive an automatic reply giving their return date and the name and contact details of an alternative contact

### When you visit us

- If you have an appointment we will see you within five minutes of your appointment time.
- We will provide computers and wifi for smart phones so you can still make an enquiry if you do not have an appointment or we do not offer the service you want face to face.
- If you need it, we will help you to complete your enquiry online on your smartphone or on a computer.
- All staff who deal directly with the public will wear identification badges and will be polite friendly and helpful.

### When you contact us via Facebook and Twitter

- We will respond to posts during office hours 8:30 -17:00 Mon-Thursday and 8:30-16:30 on a Friday

- We will give you a link to the correct part of the council website if you need to complete a service request that can be done online

### **When you write to us**

- We will reply to you in full within ten working days
- If it is going to take longer than ten days the reply will explain why and provide a date for the full reply
- We will write to you clearly and in plain English
- We will avoid complicated terms and jargon

### **When you complain to us**

- We will acknowledge your complaint within two working days
- We will respond to complaints in full within ten working days
- We will write to you clearly and in plain English
- We will avoid complicated terms and jargon

### **When you submit Freedom of Information requests and Subject Access Requests**

- We will supply information requested under the Freedom of Information Act within 20 working days, and respond to Subject Access Requests within 40 calendar days except in exceptional circumstances. If we cannot respond within the time frame we will let you know why and when you can expect a response
- If we are not releasing the information, we will tell you why and explain the appeal process.