

## CUSTOMER SERVICE STANDARDS

We are committed to delivering a high quality customer service without unfair discrimination

### We will

- Ø Treat you fairly and respectfully
- Ø Provide clear and easy to understand information
- Ø Offer a range of ways for you to contact us so that you can choose the one that is most convenient
- Ø Offer opportunities for you to become involved in improving our services and checking how well we do

### When you call us, we will

- Ø Answer your telephone call within 6 rings (20 seconds)
- Ø Offer to help you, take a message or arrange for the person you are trying to contact to call you back if they are not available when you call
- Ø Return your call (or answer phone message) by the following day
- Ø Offer an out of hours service for you to report emergencies to us

### When you write to us, we will

- Ø Respond to your letter within 10 working days
- Ø Respond to your email within 10 working days
- Ø Respond to your formal complaint within 15 working days
- Ø Respond within 5 working days if you are a Councillor
- Ø If we are unable to respond in full in this timescale, we will write and tell you the reasons for this
- Ø Respond to all the points you raise using plain language

### When you visit us, we will

- Ø Make sure that our offices are welcoming and accessible
- Ø Acknowledge your arrival at our reception desks within 5 minutes
- Ø Respect your right to privacy and confidentiality within our reception areas

### If we visit you, we will

- Ø Arrange to visit you on a date and time that suits you, where this is appropriate, and keep to this appointment
- Ø Show you identification that confirms our identity as an employee of the council
- Ø Leave a card with our details on if you are not at home

### If you make a comment, complaint or suggestion, we will

- Ø Use your feedback to improve our services
- Ø Investigate all complaints in line with our Complaints Procedure

### What do we ask of you?

- Ø That you treat our staff and premises with respect and consideration – we will not tolerate abuse or violence towards our staff
- Ø That you give us as much information as you can so that we can help you more efficiently

**If you require this document in an alternative language or format please contact**

**[ManagementSupport@tendringdc.gov.uk](mailto:ManagementSupport@tendringdc.gov.uk) or phone 01255686012**