



Somerset Council is committed to good customer care and aspire to deliver the best service we can.

The Customer Promise is a commitment between the council and its customers, whichever service they use and however they need to contact us. It is supported by a series of standards, which will be regularly monitored.

We have carefully considered how we meet the needs of those who need us most. We are asking for your support to access our services online wherever possible to give us the capacity to meet these needs.

The Customer Promise has been developed as part of our drive to put the customer first whilst delivering affordable, efficient services that are accessible to all.

The standards set by the Customer Promise ensure that everyone is dealt with courteously, fairly, and as soon as possible.

## **Our commitment to you**

### **We will treat you in the right way and:**

- Be open and honest with you.
- Understand and deliver services specific to your needs.
- Support you to engage and transact with us online wherever appropriate to do so.
- Keep your personal data secure.

### **We will get things done and:**

- Answer your request the first time you contact us. When we can't immediately resolve it, we will tell you clearly what will happen next, so you know what to expect.
- Ensure our services work together to get you the best possible outcome.
- Update you on progress so you know what's happening next and by when.
- Learn from your feedback and, where possible, ensure that we take action to resolve any issues.

## **Making it easy:**

- Be honest and easy to understand in all our communications with you.
- Be accessible, inclusive, and responsive to your needs.
- Explain clearly how you can contact us.

## **Involving you:**

- Actively seek your views on our services.
- Listen to you and use your feedback to help us improve.

## **Our request of you:**

- Treat us and other customers politely, fairly and with respect.
- Let us know if you have specific needs.
- Tell us when something changes.
- Tell us when things go wrong so that we can put them right.