

Our Customer Service Standards (Draft)

The Customer Service Standards have been developed to support the commitments we have made to you in our Customer Promise.

Aim for a positive outcome for any contact experience, across all our contact channels. We will measure and publish our results every three months.

Complaints

We will:

- Acknowledge your complaint within 3 working days. You will be informed of who is investigating and responding to your complaint.
- Respond to complaints within 10 working days, where possible.
- Where issues are more complex, we will aim to respond within 20 working days.
- For more information, please see our Feedback Policy (link to be inserted).

Website

We will:

- Aim to have the council website available for 24 hours a day all year round
- Ensure our online services are accessible, are simple to use and our information is kept up to date.
- Be clear about timescales and next steps when you submit an enquiry.

Telephones

We will:

- Aim to keep average wait times under 5 minutes.
- Do our best to resolve your enquiry the first time you contact us. If we are unable to do this, we will transfer you to the right person or we will take your details and ask someone to contact you.

Face to face

We will:

- Make sure our customer service buildings are welcoming, safe, fully accessible and designed to make it easy to get the help you need
- Aim to greet you within 5 minutes of arrival and see you on average within 20 minutes. At busier times, we will aim to let you know how long you may have to wait.
- Do our best to resolve your enquiry the first time you visit us.

Letter and E-mail

We will:

- Acknowledge e-mails within one working day.
- Aim to respond fully to written contact within 10 working days.

Where a different or statutory timescale exists for an enquiry (for example, a Freedom of Information request), then the associated timescale applies.

- Prioritise correspondence relating to welfare and vulnerability, to support early intervention.
- Inform you of the steps we are taking to provide a more detailed response and the timescales involved, when it is not possible to respond within 10 working days.

Social Media

We will:

- Be clear about the times when our social media channels are monitored and the level of response you can expect.
- Read all of the messages and comments we receive, although we may not be able to reply to every comment. Please remember that social media channels are not monitored 24/7 so should not be relied upon to raise a concern, particularly in an emergency.
- Respond to all direct messages received on Facebook within three working days. On other platforms we will do our best to read all direct messages but they are not continuously monitored so response times will vary.
- Signpost you to the best place to resolve your query as quickly as possible – for example, an online form or website, or via a direct message.
- Never ask you to share your personal details publicly.