

Customer Care Standards

Housing & Public Protection

When you come into contact with us we aim to:

- Be respectful, polite and helpful, we will try to answer your queries as quickly as possible.
- Make it easy for you to contact us, and ensure people with special requirements can access our services.
- Answer the telephone within 5 rings.
- Provide customers with the name of the officer they are speaking to and we will wear and show our Council identification.
- Reply to your letters, emails and faxes within 10 working days and in complex matters when this is not possible, we will write and give you a date when we can give you a full reply.
- Use language that is easy to understand and that avoids jargon or technical terms.
- Give you access to translation facilities through the Council's Language Shop if your first language is not English and make information available in other languages if required.
- Give you the opportunity to comment on our service.

When you make a service request we aim to:

- Direct new enquiries to the most appropriate staff. If we do not have powers or responsibility to deal with your request we will pass it to the appropriate agency as soon as possible and let you know what we have done.
- Keep you informed of our progress either by a visit, telephone call or letter.

When officers visit your home or business we will:

- Make an appointment where possible if we need to visit you.
- Explain the purpose of our visit and the task we have come to do.
- Inform you of follow up action and what you can expect from us.

We Welcome Comments and Complaints

If you are not happy about the way your case has been dealt with or if you have any other comments or suggestions you can inform us by telephone, letter, our website or in person.

When making a complaint we aim to reply to:

- Stage 1 complaints within 10 working days
- Stage 2 complaints within 15 working days