



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 or phone 01255 686012