

BRENT PROMISE AND COMMITMENT TO YOU

Our commitment and promise sets out the standards of service you can expect from us whichever service you use

We commit to resolving your enquiries quickly and keeping you informed if we can't solve it straight away.

We commit to listening to you, valuing you and understanding your needs

We commit to making our services accessible and easy to use

We commit to being helpful and honest with you

You can help us to deliver our promise and commitment by

Working with us to get the information we need to help you

Letting us know if you have any specific needs

Treating people who work at the Council courteously and with respect so that they can deliver the best service possible to you

Asking us to explain anything you are not sure of

Telling us if you have been having problems so that we can work together to resolve them

What it means and what we will monitor

We commit to resolving your enquiries quickly and keeping you informed if we can't solve it straight away.

- ⑩ We will resolve as many enquires as possible at the first point of contact
- ⑩ Do what we say, on time and keep you informed so you don't have to chase us
- ⑩ Make sure our staff have the skills, behaviours and tools to deliver the service you need
- ⑩ Work together with other services across the council to meet your needs and make it easier for you to get the help you need

We commit to listening to you, making you feel valued and understanding your needs

- ⑩ We will be approachable, respectful, polite and understanding when we are working or communicating with you
- ⑩ We will listen to you, treat you fairly and as an individual
- ⑩ Use your feedback to continue improving our services and your experience

We commit to making our services accessible and easy to use

- ⑩ Provide options on how you can contact us
- ⑩ If you have specific access needs, work with you to find the best way to get the help you need
- ⑩ We will make life easy for you by giving you 24/7 access to information via our website, ensuring that we provide you with access to enable you to report, pay, book or enquire about our many services online

We commit to being helpful, honest and transparent

- ⑩ Explain why decisions have been made, so you understand the reasons for them
- ⑩ Keep your personal data secure and confidential
- ⑩ If we make a mistake, we will put it right
- ⑩ Ensure all service email addresses have an 'automatic reply' which clearly explains what will happen next

What you can expect

Website / Online

- ⑩ Aim to make our website and online accessible on any device
- ⑩ Aim to keep the information as up to date as possible
- ⑩ Aim to continue to develop and improve our online offer around your needs

Face to Face

- ⑩ Make it easy for you to access our building and find what you need
- ⑩ Welcome and greet you within five minutes of arriving
- ⑩ We will take ownership of your enquiry and deal with it until it is resolved. At busier times we will let you know how long you may have to wait and let you know about other ways to resolve your enquiry where appropriate

Social Media

- ⑩ Acknowledged Monday to Friday within 2 hours
- ⑩ To ensure fairness and that those who are digitally excluded are not disadvantaged we will direct your enquiry to the appropriate team and it will be processed in line with our written correspondence

Phone

- ⑩ Aim to answer 80% of all calls received
- ⑩ Respond to voicemails and messages within 1 working day

Written - Email and Letter

- ⑩ Acknowledge written enquires
- ⑩ Respond to written enquiries (by email, post or social media) within 10 working days or sooner where possible and we will let you know if it will be longer giving the reasons why