

Customer Promise

Our commitment to you

You have the right to expect good quality, easily accessible council services and information.

Our service standards apply to everyone working for us.

We aim to:

- make it easy for you to access our building and find what you need
- welcome and greet you within five minutes of arriving at a customer service centre
- ensure that you do not have to wait for more than 30 minutes to be seen by an officer before your enquiry can be handled
- answer all calls received and respond to voicemails and messages within 1 working day
- acknowledge written enquires (by post or fax) within five working days
- respond to written enquiries within 10 working days
- acknowledge emails within 2 working days
- respond to email and SMS enquiries within 10 working days
- respond to all stage 1 complaints within 20 working days
- respond to all stage 2 complaints within 30 working days.

You can expect:

- all of our staff to be fully trained, customer service professionals
- us to help you with any council enquiry, complaint or suggestion
- to be given a warm and enthusiastic welcome
- to be provided with up to date information about your enquiry or complaint whenever you ask us
- to be sensitive to your needs and do our best to ensure that you can make best use of our service.

You can help us by:

- giving us all the information we need to help you
- letting us know if you have any special needs
- telling us how we can improve our services
- asking us to explain anything you're not sure of

Customer Promise Themes

These are the things that customers and members identified as being most important to them and the things that staff felt would inspire them to deliver excellent customer service.

- Respect
- Ownership
- Honesty
- Feedback
- Time