

GENERAL SERVICE STANDARDS

SAFER COMMUNITIES AND HOUSING

Service Standards “What we will do”
We will ensure all telephone calls are answered within the council’s working hours of 9am to 5pm Monday to Friday and are not diverted to messaging services
We will answer all incoming calls in a timely way (within an average of 60 seconds) during office hours
We will acknowledge all email enquiries in a timely way ensuring all emails have an automatic bounce back outlining when a customer can expect a response
We will respond to all letters within 10 working days. If we are unable to respond to enquiries in this time, we will tell you who is dealing with the enquiry and when to expect a response
We will acknowledge complaints within four working days and provide a full response with 10 working days
We will ensure all staff regardless of which service they represent treat customers fairly and with respect
We will keep our promise by being honest about what we are able to deliver and publish clear service standards which are realistic and can be amended depending on customer demand
We will make sure customers only need to ‘tell us once’ by only asking for information that is absolutely necessary to access services
We will help customers to make the most of every contact whether it be asking them if there is anything else we can assist with, promoting another service that could benefit them or promoting public health messages to increase awareness
We will provide a flexible approach to service delivery to ensure there is an opportunity for everyone to access services in various ways
We will offer a range of ways for residents to get involved with monitoring and improving services