

Customer Charter

Putting Customers at the Heart of Everything We Do

Our Customer Charter is aligned with our organisational values and aims to put our customers at the heart of everything we do. It's important that we understand our responsibilities in doing our best to meet the needs of our customers at all times, and exceed expectations where possible.

Our Customer Charter sets out our commitment to our customers and what we ask for in return:

We Will:

- Treat customers with courtesy and respect.
- Be open and honest.
- Respect and value the diversity of our customers.
- Provide a respectful, professional and helpful service.
- Aim to get things right first time.
- Use plain English in our communications.
- Offer a range of ways in which we can communicate.
- Make it easy to access Council services.
- Hold personal information securely.
- Handle information sensitively and confidentially.
- Keep customers up to date with information on our services.
- Act promptly and deal with enquiries as quickly as possible.
- Keep customers informed about their enquiries.
- Explain why, when we can't give customers what they want.
- Ensure employees are appropriately trained.
- Protect our staff from harassment and abuse.
- Provide the contact details of the individual or team and the timescales for dealing with enquiries.

We Ask Customers To:

- Be polite and respectful to our staff.
- Attend appointments on time or let us know if you they are unable to do so, providing as much notice as possible; if they fail to attend appointments we may be unable to continue to help and support them.
- Be considerate and polite to other customers.
- Provide us with all the information we require to help them.
- Inform us of any changes in to their circumstances or to the information they have previously given us regarding any enquiries.
- Let us know if they have any special needs we should be aware of.
- Ask us to explain anything that they are not sure about.
- Listen to our advice and our reasons for recommending a particular course of action, and understand that we are not able to respond to requests which are not within the Council's remit.
- Not record, film, or publicise conversations or meetings with our staff (without prior consent).
- Give us constructive feedback on our services.

