

# Our customer care standards

## What customers can expect from us

- We will provide accurate and clear information in response to your enquiries.
- We will be polite, friendly, and helpful at all times.
- Where we can't help, we will provide the relevant information or contact details of where you can go.
- We will use plain English and will arrange for a translator if required.
- We will be open and honest about what we can or cannot deliver.
- If you need special help, we will try to make arrangements that meet your needs.
- We aim to get it right first time, and where this isn't possible, we will keep you updated as we look into your enquiry.

## When you phone us

- Our aim is to answer your phone call as quickly as possible during our opening office hours, Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4pm.
- We will introduce ourselves on the call in a professional and courteous manner.
- The member of staff answering your call will take ownership of it, so you always have a point of contact.
- If we need to transfer your call, we will pass on your details with your permission, so you don't have to repeat yourself.
- We will keep our voicemail messages informative and up-to-date so you know when you will get a response, and we will offer an alternative number if your call is urgent.
- If the employee is on leave, the voicemail message will inform you when he/she will return and will provide an alternative number for you to call.
- Any phone messages left will be responded to within two days of the officer returning to work.

## When you email us

- We will deal with your email as soon as possible and you will receive an acknowledgment so you know it has been received.
- We will send a full reply within five working days or an explanation of any delays with a new date for a full reply.
- If the employee you email is away you will receive an automatic reply giving their return date, and the name and number of an alternative contact.

## When you send a letter

- We will respond to enquiries made by letter within 10 working days. In most cases this will be a full response but if the issue will take longer to consider or resolve we will tell you.
- The reply will give the name, title, department, telephone number and work address of the person dealing with your query.

## When you visit us in person

- Our offices will be clean, safe, and accessible to all customers.
- Help will be available if you need advice on getting to the right place.
- We will see you as quickly as possible - within five minutes of you arriving - but if there is a delay, we will keep you updated and provide an explanation.
- Pre-booked appointments will be met within five minutes of arrival.
- Private space will be provided to discuss confidential issues.
- We will always do our best to cater for anyone with special needs, interpretation needs or learning difficulties. Please let us know what assistance might be needed when you book so we can ensure we have the appropriate facilities in place.
- We will regularly review information in our reception areas to ensure it is up to date.

## When you make an enquiry online

- We will ensure information contained on our website is accurate and up-to-date, and we will use language accessible to all.
- You will receive a response to your enquiry within five working days. In most cases this will be a full response but if the issue will take longer to consider or resolve we will tell you.
- We are a digital-first council, and aim to make as many services as possible available through our website.

## When you make a formal complaint

- All complaints are treated with respect and in confidence.
- We will acknowledge your complaint within two working days.
- We will provide a full response as soon as possible but within 20 working days – if it requires significant investigation then we will let you know and agree a response date.
- We welcome feedback from customers and where possible will use it to shape the future delivery of our services.

**If we are not meeting these standards please let us know by emailing:**

**[customer.services@tewkesbury.gov.uk](mailto:customer.services@tewkesbury.gov.uk)**