

# Customer Care Standards

**Our vision is to deliver an excellent customer experience for everyone who contacts us**

**We want to deliver excellent customer services and continue to improve. Residents and community views help to shape our priorities: we listen and respond to what you tell us. Our customers need to know what standard of service to expect no matter what service is being delivered or where it is being delivered in the county.**

## **Customer Care Standard 1 – Telephone Calls**

- We will answer your call within seven rings in a courteous and professional manner.
- Our staff will give you their name and the name of the service or place you are calling.
- We will offer to call you back when we cannot respond to your query immediately.
- If the service you call is not the appropriate service to help with your enquiry, we will make sure we put you in touch with the relevant person.

## **Customer Care Standard 2 – Written Communication**

When you write to us:

- We will send you an acknowledgement within five working days if a full response is not possible within ten working days.
- We will send you an acknowledgement within five working days if a full response to a complaint within fifteen working days is not possible, under Stage 1 of the procedure.
- The council has a statutory obligation to respond within twenty working days to requests dealt with under the Freedom of Information Act 2000 process.



**We have more information about the corporate complaint procedure in our Customer Feedback booklet – You talk, we listen. Please ask at reception or call 0300 111 8000.**

**Please note:** there is also a statutory procedure for handling complaints made by, or on behalf of, people who use:

- Social Care and Health (SC&H) services.
- Vulnerable Children's services within the Children & Lifelong Learning Directorate (C&LL).
- Leaflets which explain how your compliments, comments and complaints will be dealt with under these regulations are available. These procedures have different timescales and are not covered by the timescales given in these standards.
- There is also a statutory process for complaints about decisions on the assessment of pupils with special educational needs. This falls outside the county council's complaint procedures: further details can be obtained from the C&LL Directorate on 0300 111 8000.

When you e-mail us:

- We will send you an acknowledgement within two working days if a full response is not immediately possible:
- We will send a full response to email complaints within fifteen working days, and other emails within seven working days.

When we reply to you, we will tell you:

- who is dealing with the issue.
- the name and contact number for queries.
- what is being done.
- what will happen and by when.
- if we are unable to provide a full reply within these timescales, we will let you know why and when you can expect a full response.

**Requests for personal information will be dealt with in accordance with the Data Protection Act 1998.**



### **Customer Care Standard 3 – Face to Face Communications**

Visitors will be greeted by a receptionist within five minutes of arriving at reception. If we need to ask a colleague to deal with your enquiry, unless the person you wish to speak to is not available, you will wait no more than fifteen minutes. You will:

- Be greeted in a courteous and helpful manner.
- By a member of staff wearing an identity badge.
- Be given any information requested during the visit or given an explanation of why information or the person you wish to speak to is not available at the time of the visit, and when they will be available.

**If you would like this document in another language or format (e.g. large text), please contact us on 0300 111 8000.**

