

Customer Care Standards - draft

We will be friendly and helpful.

We will listen to you and deal with your enquiry efficiently, quickly and correctly.

We will communicate with you in plain English, using terms that are clear and easy to understand.

If you need to discuss a sensitive or confidential issue, we can arrange a private room for you.

All Council leaflets and information can be made available in or presented in a format that you can understand eg other languages, large print, audiotape, or Braille, as appropriate.

We can arrange an interpreter for you if you use British Sign Language

We can arrange an interpreter for you if English is not your first language through the Language Line service

We welcome and encourage your feedback and will try and resolve any complaints on the spot.

We will wear a name badge so you know to whom you are speaking. If we have to pass your enquiry to a colleague, we will tell you who is now dealing with your enquiry.

In addition, in order to keep you informed about our decisions and performance against set standards, we will:

- Publish ***% of minutes of public meetings within *** days.
- Publish information about our performance against set targets on our web site every quarter.
- Publish our performance in delivering the Local Area Agreement.

Equal Opportunities

Our standard is:

- We deliver a service that recognises that our customers have different and diverse needs. We will adopt a flexible approach to these needs and tailor our services to ensure equality of service.
- We will ensure that the services we provide and those, which we purchase from other organisations, do not discriminate unfairly against any section of the community.

We will achieve this by: -

- Operating in line with current equalities policies and procedures and facilitating relevant training and briefings.
- Arranging for an interpreter as quickly as possible.
- Arranging for a signer as quickly as possible.
- Making customers aware that staff of either gender are available to speak to them and that home visits are available for customers.
- Ensuring good physical accessibility for disabled customers.
- Actively encourage customers to comment on our services and to make suggestions for improvement.
- Providing a non-smoking environment.