

Customer Service Standards

The York Customer Centre is responsible for all 'first point of contact' telephone, face to face and email interaction with City of York Council. We are committed to providing you with an excellent customer service regardless of how you choose to contact us. To help us achieve this, our staff will:-

- Always wear a name badge or tell you who you are speaking to
- Provide their service in a courteous, responsive and timely manner irrespective of age, gender, cultural/religious background, disability, sexual orientation or need
- Inform you how long you can expect to wait if you have requested the use of a Council Service
- Where applicable, tell you of any associated costs with the Council Service you have requested
- Have the right skills and behaviours to deal with your enquiry

Responding to you

We recognise that you expect a timely response to your enquiry when you contact us. To achieve this, we aim to:-

- Answer your telephone call within 20 seconds*
- Speak to you within 10 minutes of your arrival at our office*
- Respond to your email by close of business the following working day*
- Call you back by close of business the following working day if you have left a voicemail on our 'out of hours' voicemail facility*

*You will always be provided with an apology if you did not receive a response to your enquiry within these times. Full information on our current response times will be available shortly. In the meantime, you can find details of how many customers we had contact with by checking the information displayed at our reception points or by clicking on this link to let you know how we are doing.

Help us to help you

We have explained how we will provide you with an excellent customer service and how we will respond to you. We also feel it is important to let you know what you can do to help us do this **(please also refer to our Standards of Conduct with our Customers document <insert**

link> which outlines implications to you if you behave in a way which affects the health, wellbeing & performance of our staff).

http://www.york.gov.uk/info/200167/customer_services/698/customer_service_standards

We ask that you:-

- Are courteous to all staff at all times
- Treat everyone with respect regardless of how you contact us
- When you visit us help us ensure we have a safe & welcoming environment
- Tell us in a timely manner when things go wrong
- Provide additional information in a timely manner if asked for by a member of staff

Information Provision

Customer Services handle a variety of legislative enquiries relating to Council Tax & Benefits. Sometimes, this information can be difficult to interpret and understand. To help you to understand this information we will:-

Explain any legal requirements in a plain, simple to understand language and in a format of your choice, including in languages other than English

- Make clear what are legal requirements and what are recommendations or good practice
- Provide a written response where appropriate or if requested
- Provide you with leaflets or other information

Ongoing service improvement

We work hard to deliver your services right first time, most of the time we do. Sometimes however things can go wrong or we fail to meet expectations. We want you to tell us when this happens. Your feedback (comments, compliments & complaints*) is important to us. If we receive feedback from you we will:-

- Forward general comments onto the related service area. Your comments will be used to help inform the service areas of any improvements they can make in the future

- Let the individual concerned know you have complimented them on the service you received
- Take the details of your complaint (including your expected outcome) and forward these onto the relevant service area who will be responsible for contacting you within 5 working days (subject to the three stage complaint policy)

*The council has a three stage complaint policy which can be viewed by clicking on this link to our corporate complaints policy.

http://www.york.gov.uk/forms/form/5/have_your_say

During 2013 we will be conducting an annual survey to check if we are providing you with a good service. We will review the results of the survey and make changes to our service where appropriate. The results and improvements made will be published on this website or, will be available in other formats upon request

Getting in touch with us

Get instant access to a variety of Council services by registering for our do-it-online service by visiting www.york.gov.uk/DoltOnline/Pages/Default.aspx

By email to: ycc@york.gov.uk

By telephone on (01904) 551550 (office opening hours are Monday to Friday, 8am to 7pm)

Alternatively you can write to us at:

City of York Council, West Offices, Station Rise, York, YO1 6GA.