

**Section from the City of York Council Corporate Debt Policy
approved by the Executive on 17.11.2009**

Communicating with the Customer

14. We will use plain English and language that is clear and easy to understand in all correspondence. We will explain any complex terminology that we are required to use by law and avoid the use of jargon *where possible*.

We will include where relevant:

- a) Details of the amount payable;
- b) How the charge has been calculated;
- c) A description of the charge (if this is not shown in the calculation of the charge);
- d) The payment methods available;
- e) A contact *single* number for enquiries or disputes *and for discussing payment arrangements and difficulties*;
- f) E-mail address where appropriate.

15. In meeting individual needs the council will, where practical and possible, ensure that individual preferences are documented so that ongoing and future communication can be provided in an accessible, preferred format using non-threatening language. We will review customer feedback to help identify service improvements.

16. All information can be made available or presented in a format that the customer can understand, for example other languages, large print, audiotape and Braille.

17 We *will* arrange where practical and possible to use accredited translators or interpreters if the customer uses British sign language or if English is not their first language.

18 Correspondence with customers will refer to and deal with all / or similar accounts outstanding wherever possible.