

## **CUSTOMER SERVICE CHARTER**

***We believe all of our Customers should receive the best possible standards of Customer Care. To make sure that you receive a high quality service, we have made these commitments to you.***

- We will create a welcoming atmosphere in our reception areas.
- We will develop and support our staff to deliver these commitments.
- We will attend to you as soon as possible.
- We will deal with your enquiries professionally and politely.
- If we cannot answer your question ourselves, we will put you in touch with someone who can help you.
- We aim to get the service right first time.
- We aim to deal with your enquiry at the first point of contact.
- We will ensure services are as accessible as possible and consider individual circumstances/special needs (e.g. sign language, interpreter and translation service available on request, home visits available if appropriate etc)
- We will look for ways to improve services and will learn from Comments and Complaints. We will publish the outcomes of any areas where we have changed our ways of working.
- We will work closely with other service providers to improve our service to you.
- We will give you choices about how and when to contact us.
- We will set standards, measure how well we meet them and publish the results.

### When you contact us by Telephone

- We will aim to answer your call within 20 seconds or 5 rings and with a standard greeting. "Good Morning/Afternoon, North Wiltshire District Council" followed by name of Section or Officer.
- We will ring you back if you ask us to.
- We aim to respond to voice mail/answer phone messages left outside working hours by close of business the following working day.

### When you contact us by Writing/by E:mails

- E-Mails will be acknowledged within one working day.
- We aim to send a full response to letters and emails within 10 working days. We will let you know when a full response can be provided if we cannot respond within this timescale.
- We will reply in plain English.

### When you visit us

- You will be seen at main reception within a few minutes.
- We will conduct your interview in a private interview room on request.
- We will see you on time when you have an appointment.

When we visit you

- We will always show you our official identification before entering your property.
- We will let you know of any additional information/documentation we will need prior to our visit, wherever possible.
- We will arrange an appointment in advance, if appropriate.
- We will give as much notice as possible if the appointment has to be cancelled/altered

Access

Where possible, we will endeavour to ensure that no persons are denied access to any building because of a disability.

If you have specific needs we will provide whatever help we reasonably can.

We can usually arrange for a British sign language signer to assist on request. We also provide a translation service for customers whose first language is not English. Please contact us with any queries and we will do what we can to assist.

Help us to improve our service

We want to continually improve on our Customer Care and increase our Customers' Satisfaction. If you have any comments about how we can improve our service to you please contact J Tavener on 01249 706226 or tell us online using the Compliments and Complaints form or, alternatively, you can complete a Customer Comments Questionnaire which is held at our Monkton Park offices.

Comments and Complaints

We are keen to resolve any problems as soon as possible and encourage customers to raise concerns at an early stage.

If your complaint cannot be resolved informally, we have a formal complaints procedure.

If we are unable to resolve your problem immediately, we will send you an acknowledgement letter within 3 working days. We will then send you a full response within 10 working days of first contact.

If we are unable to resolve the problem within 10 working days we will keep you up to date with the progress.

You can contact us at:

North Wiltshire District Council, Monkton Park, Chippenham, Wiltshire, SN15 1ER  
Tel. 01249 706111

We also have information about all our services on our web site:  
[www.northwilts.gov.uk](http://www.northwilts.gov.uk)