# Putting people first

# We aim to listen to our citizens and deliver responsive, high quality, value for money, customer focussed services.

#### We will:

 be speedy.	efficient and	polite, n	no matter	how vou	contact us:
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- provide fair and accessible services to all groups and individuals in a way to suit your needs without discrimination;
  - <sup>7</sup> provide well-trained and easily identifiable staff;
- always provide a contact name, phone number and e-mail address for your enquiry;
- $\overline{\mathcal{I}}$  greet you clearly and politely with 'good morning' or 'good afternoon', our service area and name; and
- $\overrightarrow{}$  respect your rights to confidentiality, privacy and safety.

## We also aim to:

- $\supset$  answer your telephone call within four rings;
- $\overline{\Box}$  reply to your e-mails within two working days, and your letters within four;
- $\overrightarrow{}$  let you know if we are not able to provide a full response within this time, with our reasons why, and aim to reply within 10 working days;
- $\supset$  see you within 10 minutes of your arrival when you visit us; and
- $\supset$  give you an appointment so that you can visit us and we can visit you.

### We promise to:

- <sup>7</sup> continue to improve our service to you by treating your comments, compliments and complaints positively and learning form our mistakes; and
- 7 clearly explain our complaints procedure and follow it, keeping you informed of the progress of your complaint.

