

## **Customer Care Standards – Our Operating Model**

Putting our customers at the heart of everything we do and providing appropriate support and assistance to those who need it, whilst ensuring customer experiences are easy, convenient, and effective.

**When you contact us, we will be easy to deal with.**

**This means we will:**

- Make it as easy as possible to access our services, at a time and in a way that is most convenient to you
- Take responsibility for your enquiry, and ensure effective internal communications between service areas
- Respond to you quickly and courteously, regardless of how you contact us
- Provide a consistent level of customer service and treat you with fairness and respect
- Make services digital by default which are available 24/7, whilst making sure those who do not use digital services can still interact with us through traditional methods
- Design our processes with all our customers in mind and make them as user friendly as possible
- Find somebody that can resolve your query if the first person you speak to us unable to, or put you in contact with the right people if it is not a Council matter

**We also aim to:**

- Answer your telephone call within four rings. The Customer Service Centre aim to answer your telephone call within 45 seconds
- Reply to your emails within two working days and letters within four
- See you within 5 minutes of your arrival when you visit us for an essential appointment
- Respond to questions and requests for service on Social Media within one working day
- Adhere to the timescales set out in the [Comments, Compliments, and Complaints \(3C's\) Policy](#)
- Continue to improve our service to you by treating your 3C's positively and pro-actively