

CUSTOMER CHARTER AND STANDARDS



NORTH
NORFOLK
DISTRICT
COUNCIL

We are committed to providing good quality customer-focused services to all our customers. The Customer Charter and Standards will provide a foundation for managing customer service, so that we deliver what we say we will to our customers.

Customer Charter

All employees and Members of the Council are responsible for putting our customers first, whether they are external or internal customers, and ensuring that their needs are satisfied.

We will:

- Make our customers and staff aware of the responsibilities the Customer Charter places on them.
- Produce guidelines for staff to ensure they have the support necessary to implement the Customer Charter commitments successfully.
- Enable customers to serve themselves, if they choose to, making self-service an easy and efficient option.
- Maintain a single point of contact, open at times that reflect customer need and at a cost that is suitable and acceptable to our customers.
- Provide a consistent, co-ordinated and proactive service trained to identify if the customer needs extra help or advice, and will help resolve problems and take personal responsibility for them.
- Treat our customers with respect, courtesy and friendliness, be receptive to customer feedback received through customer surveys, focus groups, feedback forms, consultations and complaints.
- Deal with customers' enquiries at the first point of contact until the enquiry has been completed; if we need to pass an enquiry to back office staff we will confirm who will be dealing with your enquiry and how long it will take to be resolved.
- Do what we say we will do.
- We will listen carefully to fully understand your circumstances and use plain English when we speak or write to you.
- Ensure all our staff are skilled and able to provide high quality customer care.
- Work with other Council departments and organisations to achieve a joined-up and seamless approach to service provision.
- Record and monitor the standards to ensure they are achieved and will then actively manage them and improve if required.
- Say sorry and put it right if we make a mistake.
- Tell you what to do next if you're not satisfied with how you've been treated.

Customer Service Standards

The Council is committed to providing good-quality, customer-focused services to its customers.

To this end we provide the following Customer Service Standards for each method of accessing our services.

These standards will be reviewed annually to ensure they remain representative of the Council's desire to continually improve the quality and consistency of customer services.

We aim to:

- a. Deliver services in an inclusive and fair manner, without discrimination, prejudice or bias.
- b. Deliver the following standards whenever and however we are contacted.
- c. Request that partners and other agencies also deliver services to a similar standard.

We will:

- Respect your right to privacy and confidentiality.

If you telephone us:

- We will aim to answer your call within 2 minutes and 30 seconds.
- We will offer a call back option so customers do not have to wait in a queue, and will provide you with a call back within 1 working day.
- We will use call messaging to better direct customers to online services and single points of resolution.
- Your call will be answered by a member of staff, who will give their name and will take responsibility to ensure that your call is dealt with efficiently.
- We will strive to resolve as much as we can for you at the first point of contact.
- If we have to pass on your call, we will explain the details of your call to whoever is receiving the call before we transfer it.
- If we cannot resolve your enquiry or transfer you to the right person straight away, we will take your details and ask someone to contact you by the end of the next working day.
- When the offices are closed we will tell you about our emergency out-of-hours service and when the offices will next be open.

If you leave us a voicemail:

- We will respond to your voicemail within 1 working day.
- Our voicemail message will be up-to-date, notifying you when we will return and leave clear details of who to contact for urgent enquiries.

If you contact us via online form, email or write to us:

- We will acknowledge receipt of your contact promptly
- We will aim to respond to your contact within 5 working days.
- If this is not possible we will acknowledge your correspondence telling you why and provide you with an expected date of resolution.
- We will respond to you in plain language.
- We will respond in large print or braille if requested.
- If you receive an 'out of office' notification to your email advising that the staff member is unavailable, the notification will include contact details for urgent enquiries and a date when the staff member will be available to reply.

If you contact us by web chat:

- We will aim to connect your chat within 3 minutes.
- We will aim to better direct customers to online services and single points of resolution where possible.
- We will strive to resolve as much as we can for you at the first point of contact.
- If we cannot resolve your enquiry straight away, we will take your details and ask someone to contact you by the end of the next working day.

Social media:

- If you post on our social media channels we will read your message. Though we may not reply, we will always listen to what you have said.
- If you wish to raise a service request our social media channels will direct you to the appropriate method of raising your request.

Our social media channels will let you know about:

- Key council meetings and decisions
- Elections and democracy
- Emergency information e.g. flood warnings
- Events
- News and services
- Public consultations

If you visit us:

- We will make sure our buildings are safe and easy to access.
- We will keep our reception areas clean and tidy.
- We will greet you when you arrive and be approachable, professional and helpful.

- If you have made an appointment, we will ensure that you are seen on time or kept informed of the reason for any delay and confirm when you will be seen.
- If you do not have an appointment we will advise you of the anticipated wait time and give you the option of an appointment on an alternative day and time.
- We will offer you a private interview room if you ask for it (this may need to be booked in advance).
- We will provide free to use public access terminals to allow you to access our and our partners' services online.

If we visit you:

- We will aim, where possible, to arrange a mutually convenient time and place.
- Plan to arrive on time – and if we are delayed, we will communicate this with you promptly.
- Wear clear identification and introduce ourselves.
- Make sure you have all the information you need at the end of the meeting and are clear on what will happen next.

If you have need to complain:

- We will deal with your complaint following our complaints procedure.
[Home | Complaints Procedure \(north-norfolk.gov.uk\)](http://north-norfolk.gov.uk)

If you submit a Freedom of Information request:

- We will supply information requested within 20 working days.

If you submit a Subject Access Request:

- We will supply information requested within 1 calendar month.

Your feedback

The Council welcomes feedback on its services whether in the form of comments, compliments or complaints. This enables us to learn, improve and adapt our services.

We want to know if you are happy or unhappy with any of our services and any suggestions you have for improvement. You can give us feedback in person at our Offices, via our website form, by letter, calling us or sending us an email. Our Feedback Policy can be accessed via our website.