












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, no matter how you contact us;
-  provide fair and accessible services to all groups and individuals in a way to suit your needs without discrimination;
-  provide well-trained and easily identifiable staff;
-  always provide a contact name, phone number and e-mail address for your enquiry;
-  greet you clearly and politely with 'good morning' or 'good afternoon', our service area and name; and
-  respect your rights to confidentiality, privacy and safety.

We also aim to:

-  answer your telephone call within four rings;
-  reply to your e-mails within two working days, and your letters within four;
-  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;
-  see you within 10 minutes of your arrival when you visit us; and
-  give you an appointment so that you can visit us and we can visit you.

We promise to:

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

