

# Customer Service Standards

At Wealden District Council our aim is to provide excellent customer care to all our residents, partners and visitors. These standards explain the level of service you can expect to receive when you make contact with the Council.

We are committed to providing you with a consistently high level of customer service across all the different ways you can contact us. In return we ask you to help us by:

- Keeping us informed with accurate information
- Telling us about any special requirements you may have that will enable you to access our services
- Treating our staff with respect and allow them to do their jobs without abuse or discrimination

We will:

## Website

- Ensure the website is accessible to as many customers as possible
- Provide services online where we can, allowing you to book or request services via online forms, make payments and submit applications

## Telephone calls

- Answer your call within 30 seconds during office hours
- Aim to resolve your query there and then, if not refer you directly to the correct service
- Respond to voicemail messages within one working day and keep voicemail messages up to date to keep you informed

## **Emails/letters**

- Acknowledge all emails within 24 hours (that may be an automated response) and provide a full response within ten working days
- Answer letters within ten working days
- Advise you if a full response is not possible within this time and commit to a new timescale
- Respond in full to all complaints within ten working days

## **Visits**

- Provide a clean, welcoming Reception
- Treat you with respect and in a professional manner