

## **Customer Services Standards.**

### **If you write to us:**

- We will aim to respond to letters and emails within 5 working days. You may not get a full reply within the above timescale, but you will know who's dealing with your query – and, depending on the nature and complexity of your query, we will answer them in full within 10 working days – but very often much quicker.

### **If you call us:**

- We will answer telephone calls to our customer services centre within 30 seconds.

### **If you visit us:**

- We will try and see you within 10 minutes. If we can't do this, we will make you an appointment for a mutually convenient time. We are taking customer services to the heart of our communities with a new centre opening in West Bridgford in 2009 and local contact points in the larger villages.

### **Our communications:**

- We will provide information in a variety of easy to understand formats – so you know what we mean. We write in plain English – and, if you find examples of where we don't, tell us and we'll make it better.

### **Communications for all:**

- We will try to produce information as you want it – in different languages, in Braille, large text and on tape. We have staff who can sign for our customers with hearing impairments. We publish a residents' magazine to keep you up to date, and we put an enormous amount of information online. We can also help with translation using the language line service.

### **If you go online:**

- Our website is up to date and contains the latest news and information and electronic forms so you can do business with us at your convenience. Our website can be translated into many languages as well and can be used to speak to you. You can also enlarge the text to different sizes.

### **Our staff:**

- If you approach someone who works for us you will find that they are helpful, knowledgeable, polite, professional and well trained. If they need to meet you in your home they will try and make an appointment first (where appropriate). All our staff carry visible ID cards. Our staff are experts in their field, but if they can't help, they will put you in touch with someone who can.

### **Making mistakes:**

- If we get it wrong, please tell us and we'll try to put it right. We try not to make mistakes, but they sometimes happen. If the mistake is more serious and you're still not happy after we have responded, then you can make an official complaint.

### **Our buildings:**

- You should expect to see clean, tidy, accessible and safe buildings which are easily identifiable by the Rushcliffe Borough Council logo.

### **Our vehicles:**

- You should expect to see vehicles which are safe and well driven and which are identifiable by the Rushcliffe Borough Council logo

**Respecting each other:**

- We treat customers with respect and this is also how our staff expect to be treated.

**How are we doing?**

- We will ask you for feedback from time to time on our services. We'll gather the information and then we'll tell you what we found and what we are going to do if things need to be improved. We will use a variety of ways of doing this – telephone, postal and online surveys, focus groups and we will also carry out mystery shopping to make sure we maintain our high standards.