



# Customer Contact

## Important to you

## Important to us

**We care about the quality of our contact with you.**

**You play an important role in this.**

| The Council  | The Customer  |
|--|---|
| <b>What you expect of us:</b>  | <b>What we expect from you:</b>   |
| Be polite, welcoming and professional  | Be polite and respectful  |
| Provide face to face and phone contact during working hours and any time on our website    | Use the contact method that you prefer  |
| Provide a high quality customer contact  | Recognise that we have busy times and cannot always solve a problem straight away                                 |
| Listen carefully to what you have to say and do our best to help you                       | Understand that we can't always give you the answer or result you want  |
| Find the right person to answer your query   | Accept you may have to be transferred to someone else to resolve your query                                       |
| Keep appointments with you   | Keep your appointments with us or let us know if you can't  |
| Put things right if they go wrong and learn from our mistakes                              | Help us improve our service by telling us when we get things wrong  |
| Be clear about the information we need from you  | Respond straight away to our requests wherever possible   |
| Provide you with good help and advice  | Please tell us if you are unsure about our advice   |
| Treat you as an individual   | Remember we are people too  |
| Recognise that you sometimes need to contact us when you are unhappy about something       | Behave in a way that does not harass or upset anyone  |
| To allow you to make complaints about our service. Just ask for a form or use our website. | To recognise that we may need to ask you to alter your behaviour or ask you to contact us when you are less upset |