

Making Bath & North East Somerset an even better place to live, work & visit

Bath & North East Somerset Council's Customer Service Standards

Bath & North East Somerset Council is committed to:

- Understanding what our customers need
- Making our services better
- Making it easier for customers to use our services, and finally
- Increasing customer satisfaction

We will be doing this by:

- Listening to our customers
- Using the latest technology, and
- Training our frontline staff to have the best customer service skills

The Council aims to give a consistent level of service, in an efficient, effective and courteous way, no matter how customers contact us.

Standards of service you can expect when contacting the Council:

In person

We aim to:

- Offer a welcoming and efficient service
- Ensure staff identity badges are clearly visible at all times.
- Display opening times and be open when we say
- Provide services that everyone can access
- Provide a safe, tidy and clean environment for our customers to visit and use
- See customers on time when they have made appointments at our offices. If we have to cancel appointments, let customers know in good time and re-book a mutually convenient appointment

By telephone

We aim to:

- Answer the phone giving our first name and department name
- Answer 80% of all calls within 20 seconds.

By SMS Text Message to Council Connect

We aim to:

- Send a reply within same working day
- Ensure responses will be given within a maximum of 3 messages, and if we can't do this, we will call instead to discuss

By sending an email to Council Connect

We aim to:

- Send a reply within same working day
- Send emails that are clear, concise and easy to read and understand

By letter to the Council

We aim to:

- Send an acknowledgement to all complaints within 5 working days
- Send a full reply within 15 working days from the complaint being received. If we need to make further investigations we will tell the customer

However you contact us we promise to:

- Sort out any issues quickly and apologise if we have made a mistake
- Monitor our performance against published standards, and deal with any shortfalls within 5 working days. This excludes extreme circumstances such as civil emergencies
- Look at the information collected from contact with our customers to see where we can do better

Freedom of Information Act - requests for information

We aim to:

- Send an acknowledgement within 5 working days of receiving a written request for information
- Send full information within 20 working days

Our expectation of our customers

We need our customers to:

- Tell us if we have exceeded your expectations or have not delivered a service to your satisfaction

- Let us know if you no longer require a service, or wish to cancel an appointment we have previously made for you
- Inform us of any changes to circumstances such as address, status and contact numbers
- We expect our staff to be treated with courtesy and politeness by members of the public

We have a legal responsibility to provide a safe and secure environment. We will support our staff who experience discrimination, abuse or threats from members of the public or others to whom they provide services. Where necessary we will take action to prevent any threat to staff and in some instances this may mean we restrict or withhold service.

This Customer Charter can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats on request, telephone 01225 477495, fax 01225 477499 or email: councilconnect@bathnes.gov.uk