

Customer Charter

Our Promise

Our People will:

- Be helpful and treat you with courtesy and respect
- Be fair and objective with all our Customers
- Be sensitive to special needs
- Be well trained and able to respond to your enquiries
- Listen carefully in order to understand and respond to your needs
- Treat all information received in the strictest confidence
- Try to deal with your enquiry first time
- Give you an explanation of our actions
- Ensure you are advised of all relevant timescales
- Take advantage of the opportunities presented by the development of digital technologies to improve our customer experience and keep you better informed

We ask you:

- To be polite and courteous to our team as we will not tolerate any aggressive or abusive behaviour

Our Standards

Face to Face

- Our staff will wear a name badge
- You will be greeted in a courteous and welcoming manner
- You will not have to wait more than **10 minutes** to see an Advisor

Telephone Response: Our Contact Centre Standards:

If you call on the main Customer Contact Number 232323

- We will endeavour to answer your call without referral.
- If your call requires another staff member to call you back we will do this within **two working days**. Very urgent matters will be dealt with more quickly.

Letters, emails and on-line enquiries

- Our preferred form of communication is via electronic means
- We aim to take advantage of the opportunities presented by the development of digital technologies to keep you informed on the progress of your enquiry and advised of relevant timescales where practical to do so
- Unless the subject is complex, you will receive a full response within **10 working days**
- If the subject is complex, we will update you within 10 working days and provide a full response within **20 working days**.
- Our letters and emails will give the name and direct telephone number of the person dealing with your enquiry

Complaints – Our Standards:

- We will send you an acknowledgement to your complaint within 3 working days
- Unless the complaint is complex, we will give you a detailed response within 20 working days
- If the complaint is complex we will keep you informed of the progress and give you a full reply within 40 working days
- If you are unhappy with our decision you may make an appeal to have your complaint re-investigated
- If you appeal, your complaint will be reviewed by an Independent Complaints Panel
- Following your appeal, unless the subject is complex, we will give you a detailed response within 20 working days
- If the subject is complex we will keep you informed of the progress and give you a full reply within 40 working days
- Anything you say will be treated in confidence and will not disadvantage you in the Future

Freedom of Information Requests/EIR

- If you request information under the Freedom of Information Act or Environmental Information Regulations we will provide a response to your request within 20 days
- In exceptional circumstances (for example, when it is necessary to reconsider the public interest) it may be necessary to extend the deadline for response by a further 20 working days. If that is the case, you will be informed and given an explanation for the delay, and a new deadline will be confirmed (which will not exceed a total of 40 working days).
- If you are dissatisfied with the response to your request, you may ask for an Internal Review to be undertaken
- If you request an internal review, you will normally be provided with a response within 20 working days. If the matter is complex we will keep you informed of the progress and give you a full reply within 40 working days.

Social media

- We monitor our social media sites regularly. If your post on twitter or Facebook requires a comment from us, we will provide this within 2 working days. If actions are required the relevant timescales set out above will apply.