

When dealing with your e-mails we will:

Acknowledge the receipt of all e-mails within one working day

Respond within five working days

When you visit the Council's buildings we will:

Create an accessible environment that is welcoming, safe and friendly

Provide clear signage

Provide self service facilities as appropriate

Greet you promptly

When we meet you face-to-face we will:

Be on time

Wear name badges and show official identification

Arrange a time and place for you to discuss your issues in private.

When dealing with complaints, comments and compliments we will:

Provide you with information about how to report a complaint, comment or compliment

Record all complaints, comments and compliments and use them to help review and improve our services.

Acknowledge all complaints within two working days

Respond to all complaints within ten working days

Treat complaints confidentially and fairly

Tell you how you can take your complaint further if you are not satisfied with our response

Apologise when we are at fault and do our very best to put things right.

We will keep customers informed and involved by:

Producing accurate, useful and up to date information about the Council and our services

Publish annual performance information against these Customer Services Standards

Our employees have the right to:

Work in a safe environment free from aggressive or threatening behaviour.

Be treated politely and respectfully

Take appropriate action in confrontational situations

Please tell us if you have any difficulties reading the Customer Service Standards or if you need this information in a different format.

Contact us by:

Telephone: 01530 454545

Minicom: 01530 454542

Fax: 01530 454506

E-mail: customer.services@nwleicestershire.gov.uk

Please visit us at www.nwleics.gov.uk

CUSTOMER SERVICE STANDARDS

We are committed to improving customer services to provide a high standard of service to the people who live in and visit homes in our area. In consultation with our customers we have developed a customer service standards leaflet.

Setting standards makes it possible for us to measure how much we are improving. The Council has adopted these Standards and we will continue to work towards them to become an organisation that puts customers first.

We will:

- Treat you politely and respectfully
- Listen to you carefully and take your views seriously
- Make sure our employees are trained to give you the help you need
- Use plain language in all communications
- Provide information in other languages and accessible formats on request
- Arrange for a British Sign Language Interpreter on request
- Treat you fairly and in confidence

When answering the telephone we will:

- Aim to answer your call within five rings
- Tell you who you are speaking to.
- Put calls through to the right place, first time
- Take a message or give you the correct number to telephone if we cannot transfer your call
- Return your calls within one working day

When dealing with your letters and faxes we will:

- Provide an acknowledgement when requested
- Provide you with details of the person dealing with your enquiry
- Respond within five working days



EQUALITY STATEMENT:

INCLUSION OF AVAILABILITY:

This leaflet is available in other languages, formats, on computer disc on request.

Please contact the Business Support Team on 01530 454545 or e-mail: Housing@nwleicestershire.gov.uk

It will also be posted on the council's website at: www.nwleics.gov.uk