

Customer Charter:

What we would like from our customers

To help us provide a good service, we ask our customers to:

01

Treat our staff with respect and courtesy: We are committed to treating customers with professionalism and courtesy; in return we ask that our customers treat the staff member handling their enquiry with respect and courtesy at all times.

02

Provide requested information promptly and accurately: Ensure all information is delivered to us on time and in the correct format as requested. For efficiency, we rely on our customers to provide complete and accurate information.

03

Notify the Council of changes promptly: Let the Council know as soon as possible if personal circumstances or service requirements change.

04

Understand the impact of a delay: If information is not provided as requested, this could hinder or delay our decision making.

05

Use digital services where possible: Make use of the Council's website and online portals to access services and information, especially during peak periods or outside of standard hours.

06

Engage positively and give honest and constructive feedback: Provide honest and constructive feedback to help the Council understand how services can be improved. Communication should be in a constructive and respectful manner, especially when raising concerns or giving feedback.