

# Cheshire West & Chester Council

## You Are Our Priority

We are committed to providing a consistently excellent standard of service by putting our customers at the centre of everything we do. Our Charter sets out our commitment to you.

### **We will play our part by**

- ✓ Resolving your enquiry the first time you contact us whenever possible, and helping you to track its progress
- ✓ Offering a variety of ways to access our services, including a quicker and easier online experience
- ✓ Taking your information once - and we'll always do our best to remember it
- ✓ Aiming to find a satisfactory solution and have a 'can-do' attitude within available resources
- ✓ Responding to your contact within our published timescales

### **To help us, we would like you to play your part by**

- Accessing our services online as much as possible
- Recognising that we don't have enough resources to meet every need
- Providing us with the information we need to help you
- Asking us to explain anything you are not sure of
- Keeping any appointments that you have with us, and notifying us if you are unable to attend

### **We will be respectful by**

- ✓ Treating everyone fairly and respectfully, with equality and diversity at the heart of everything we do
- ✓ Being polite, helpful, open and honest with you
- ✓ Listening to you and understanding your needs
- ✓ Explaining decisions and outcomes clearly
- ✓ Respecting your rights to privacy and confidentiality
- ✓ Ensuring our information is in a format that can be easily accessed and understood

### **To help us, we would like you to**

- Treat us politely and with respect
- Not use aggressive behaviour or inappropriate language, as this will not be tolerated

### **We will constantly improve by:**

- ✓ Encouraging you to comment on our services, using the internet, telephone, response forms, or through a member of staff
- ✓ Working with you when we design services to make sure they meet your needs, including new ways of working as result of Covid-19
- ✓ Publishing our performance to indicate if we are on track
- ✓ Handling any complaints with professionalism, and learning lessons when we fall short of our standards

### **To help us, we would like you to**

- Offer us your ideas for improvement
- Let us know if you have received outstanding service using our Compliments Form



# CUSTOMER STANDARDS

**These are our standards which set out the timescales and standards you can expect us to follow when you contact us**

## **In using services online, you can expect that we:**

- Are accessible 24/7
- Will enable you to report issues, pay, book, update, apply for and more
- Enable you to register for a customer account which will offer a personalised and interactive service, and allows you to track progress with your requests
- Will provide access to Council news, information, decisions and consultations concerning your local community
- Will give you help and support to access and use the self-serve elements of our website
- Will provide the information you need or use our search tool to find what you are looking for

## **In using the telephone, you can expect that we will:**

- Be available between 9am and 5pm, Monday to Friday
- Transfer you to the named officer you ask for, if available or appropriate
- Answer your call within 2 minutes
- Limit the occasions you will need to leave a voicemail message to exceptional circumstances only
- Make you aware who is dealing with your enquiry
- Provide a customer who has a hearing impairment with access to an alternative system

## **In writing to us or emailing us, you can expect that we will:**

- Acknowledge your correspondence as soon as possible and confirm how it will be dealt with
- Contact you within 5 working days if we need further information from you
- Issue you with a full response to your enquiry at this point, or provide you with details of who is dealing with the matter and how long they will need to respond
- Use plain language and offer information in a variety of formats
- Provide clear details of any outcomes and how we will take them forward

## **When you visit us face-to-face, you can expect that we will:**

- Wear name badges and talk with you in private if you prefer, and it is safe to do so
- Arrange appointments if you need to see someone else
- Confirm the appointment in writing, normally by email and/or SMS text
- Send you a reminder about the appointment by email and/or SMS 24 hours beforehand
- Endeavour to see those with appointments within 10 minutes
- Help you to get online if this meets your needs

## **When visiting you in your home, you can expect that we will:**

- Provide you with the name and contact details of the person visiting you in advance, unless it is inappropriate to do so
- Agree an appointment time with you and keep you informed if a delay occurs
- Present ID cards, displaying names and a photograph upon arrival, giving you the opportunity to check our identity

### **In relation to complaints, you can expect that we will:**

- Always acknowledge your comment, compliment or complaint, and provide you with a reference number
- Contact you about your complaint within 5 working days and, if we cannot resolve it informally, respond to you within 20 days for simple issues and within 40 days for complex matters
- Resolve your issue quickly and informally, whenever possible
- Where required we will investigate your complaint further, providing a full response and/or update in a timely manner
- Keep you informed if your complaint is complicated and requires additional time to investigate
- Acknowledge, accept and apologise for fault, and offer a reasonable remedy
- Use learning from complaints to improve overall customer service and service delivery
- Support your right to raise unresolved complaints with the Local Government and Social Care Ombudsman, and respond fully to any issues they raise with us in response to your complaint

### **To protect your confidentiality, you can expect that we will:**

- Ensure that all our staff are appropriately trained
- Handle all information you provide to us sensitively and confidentially
- Manage all your information in accordance with legislation
- Make sure that your information will not be discussed with any unauthorised person
- Ask you to provide only relevant information and explain why we need it
- Investigate and respond to any concerns you may have about your personal data

