




We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner. You can expect the following standards when you contact us:

Staff:


Based on results from latest customer satisfaction survey.


1.  We will treat our customers fairly. **Achieved 95%**


2.  Our staff will be polite and friendly. **Achieved 97%**

3.  Our staff will act with professionalism and integrity. **Achieved 95%**


By Telephone:


7.  We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). **Achieved 6 secs**

8.  Our staff voicemails will meet our Contactability Policy standard. Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within four working hours or: **Achieved 88%**


9.  It will include the details for an alternative contact. **Achieved 79%**


Calling in Person:

4. **5 mins**  If you have an appointment we aim to meet you within 5 minutes of your appointment time. **Achieved 97%**


5. **15 mins**  If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. **Achieved 100%**

In Writing or By Email:


10.  We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. **Correspondence Achieved 99%**

11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. **Achieved 100%**

Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 days of receipt. **Achieved 97%**

Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. **Achieved 100%**