



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 7 secs

8.  Our staff voicemails will meet our Contactability Policy standard.


Voice-mails 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.  If you have an appointment we aim to meet you within 5 minutes of your appointment time.

5 mins


Achieved 98%

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


15 mins

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.

FOI


Achieved 100%

Invoice Payment:

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

Achieved 95%

Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days.

Feedback

N/A