

SANDY TOWN COUNCIL

Customer Care Policy And Service Standards

1. Sandy Town Council aims to satisfy its customers, this includes treating people properly and delivering a high standard of service and customer care in all areas of our work.
2. Customer Care involves putting customers first and respecting their rights, needs and views. The Council has many customers both external and internal. This policy relates to our most important group of customers: the people who live and work in Sandy.
3. This document is primarily intended for our employees but is made available to members of the public in the interests of transparency.
4. The Council will comply with the service standards described below.

SERVICE STANDARDS

Premises

- Our reception areas and public rooms will be non-smoking, clean, tidy, safe, welcoming and comfortable.
- Access will be provided, wherever possible, to customers with prams, pushchairs, wheelchairs and mobility disabilities.
- We are striving to meet the needs of all people with disabilities.

Facilities

- Our indoor and outdoor facilities will be well maintained and safe.
- Access will be provided, wherever possible, to customers with prams, pushchairs, wheelchairs and mobility disabilities.
- We are striving to meet the needs of all people with disabilities.

Accessibility of our offices and officers

- Please refer to our website for the office opening hours. These can be found at the bottom of the homepage.
- Members of the public may “drop in” during the days the offices are open or may telephone from Monday to Friday for an appointment at a specific time.
- A request to see an individual officer will be responded to within three working days.
- Drop in visitors should not have to wait any more than 5 minutes before being seen. Specific members of staff may not be available during the drop in sessions.
- Customers attending a pre-booked appointment should not have to wait more than 5 minutes from the appointment time.
- When our offices are closed due to the public holidays or other circumstances we will publicise this. On occasion the office may be closed without notice for operational reasons.

Contact by Phone

- Our offices provide a telephone services between 9am to 5pm Monday to Friday. Outside these times an answering machine is available.
- We cannot answer all calls immediately because of our limited number of staff and phone lines. Telephone messages will be responded to within one working day.
- Our telephone response will be courteous.
- We aim to answer calls within 7 rings.

Website

- Information about Sandy Town Council is available on our website www.sandytowncouncil.gov.uk
- We aim to post agendas and reports to our website no less than 3 working days before our meetings.
- We aim to post approved minutes of meetings within 5 working days of the meeting at which they were approved.
- We aim to make the written information we send out easy to read and understand. We try to avoid the use of jargon, use clear and concise language, good layout and design and readable type faces and print sizes.

Staff

- The Town Council will ensure that our staff has the appropriate skills and knowledge to perform their jobs effectively.
- All our staff will be tidily dressed.
- The grounds staff will wear uniforms.
- Staff will be polite and constructive and will treat customers as they would wish to be treated themselves.
- Staff will supply their names and job titles to customers when requested.

Communication and right to information

- Sandy Town Council aims to make public as much information about its activities as practicable and our primary channel for this is our website.
- Sandy Town Council will also publish an annual report.
- Customers have the right of access to personal information which we hold on them.
- Customers also have the right of access to council information under the freedom of information Act.

Confidentiality

- Sandy Town Council respects the legislation which requires it to keep personal information confidential.
- The council has security arrangements to prevent unauthorised access to our records and we aim to comply with the principles of good practice included in the Data Protection Act 1998.
- Letters received from customers that are addressed to the Council as a body and which do not include personal information or a specific request to keep information confidential may be publicly disclosed.

Complaints

- Sandy Town Council aims to give customers the best service possible but sometimes things go wrong. If customers have a complaint we will try to put things right and apologise if we have made a mistake.
- The Council has a formal complaints procedure which is on the council's website and will be provided to customers who are no satisfied.