

Dealing with Enquiries from the Public

Dealing with telephone enquiries:

The Parish Council has established a set of customer promises which are followed by all staff who deal with the public.

- We will answer all calls quickly and politely.
- We will give our name and role and ask you how we can help you.
- When you ring during working hours there will always be an option to speak to a person.
- You will be dealt with in a courteous and polite manner
- If it will take some time to answer your query we will ring you back, at a time which is mutually convenient.
- All staff will be able to find a solution or signpost you to one of our partners.
- If we fail to meet these standards we will always apologise and try to put it right.

Dealing with written enquiries:

- You will receive a full reply within 10 working days or an explanation as to why a reply may take longer.
- Our reply will be helpful, informative and we will use plain language.
- We will give you a contact name and direct telephone number of the person dealing with your letter.
- If you have written a letter of complaint, this will be dealt with under our Complaints process.

Dealing with email enquiries:

- We will aim to respond to all enquiries by e-mail within 2 working days or explain why a reply may take longer.
- Our reply will be helpful and informative and we will use plain language.
- We will give you a contact name and direct telephone number of the person dealing with your enquiry, where applicable.

Dealing with face-to-face enquiries:

- If you have an appointment we will keep it or call you to rearrange it.
- If your appointment is at home and we are running late we will call you to let you know.
- If you visit us you will be served as quickly as possible.
- We will deal with you in a polite and welcoming manner.
- We will ensure your access needs are met.

- If your appointment is delayed by more than 10 minutes we will give you an explanation.
- If you don't have an appointment we will endeavour to see you the same day or arrange a mutually convenient day and time.