



## **Torbay Council – Putting the customer first**

Torbay Council is committed to putting the customer at the heart of all we do.

Our aim is to provide you with high-quality services and information. Improving customer care is an important part of the council's work. To help ensure you get the high level of service you demand and deserve, we introduced our Customer Care Standards.

The standards explain the level of service you can expect to receive when you contact the council.

### **We aim to do the following:**

#### *Dealing with our customers*

- To resolve enquires at the first point of contact.
- Treat you with courtesy, respect and according to your individual needs.
- Ensure that employees are trained to help or give advice, or put you in touch with the right person to answer your query.
- Treat all of our customers fairly.
- Consult with our customers including hard to reach groups.

#### *Answering your telephone calls, letters, faxes and emails*

- Respond to your call within six rings (15 seconds) and greet you politely and clearly, giving a name and service area.
- When it is not possible to transfer you to the right place, we will take a message, or give you the correct number to telephone, alternatively we will provide you with an e-mail address. Phone messages will be returned within two working days.
- Avoid the use of answerphones during the stated office hours.
- Reply to your letters and faxes and emails within ten working days. Acknowledge e-mails sent via our website within one working day and acknowledge faxes received within two working days.

- Sometimes we will need longer than ten days to respond to your enquiry. If this is the case, we will acknowledge your correspondence within five working days, tell you who is dealing with your enquiry and advise you of when you will receive a full reply.
- Use plain language and avoid unnecessary jargon.

### *Seeing us in person*

- Provide clear signs in our reception areas so that you know where to go.
- Make sure that all our reception areas are accessible, clean, safe and tidy.
- Aim to greet visitors quickly on arrival.
- Be on time to see you for any arranged appointments and let you know a day in advance if we need to cancel an arranged appointment.
- Our employees will display official identification at all times.
- We will provide appropriate services for people whose first language is not English or who have individual requirements
- We will provide staff trained in British Sign language every Wednesday Morning.
- We will consider disabled access for all of our services.

### *Dealing with comments, complaints and compliments*

- Record your comments, complaints or compliments and use them to improve our services.
- We will deal with any complaints in line with our policy detailed in our Complaints Procedure leaflet.
- Treat all complaints confidentially, whilst remaining fair to all concerned.
- Apologise when we are wrong and do our best to put things right.

If you have any comments or suggestions for improvements please refer to our feedback form.

## *Keeping customers informed*

- Produce useful and up-to-date information about us and our services.
- Tell you how to get hold of information in other formats or languages, such as large print.

## **Feedback**

We are always looking for new ways to improve and enhance our service to you and we welcome any comments you would like to make. We also need to hear from you if we are not achieving the standards set out in this leaflet, so please let us know by contacting us.

**Email:** [customer.feedback@torbay.gov.uk](mailto:customer.feedback@torbay.gov.uk)

**Phone:** please contact Torbay Council on 01803 201201

**By letter:** please write to us at the following address

Torbay Council – Customer First Core Group  
Town Hall  
Torquay  
TQ1 3DS

Note:

At Torbay Council we strive to provide the best possible service to our customers and we aspire to meet the standards set out in this document.

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This document can be made available in other languages, on tape, in Braille, large print and in other formats. For further information please contact 01803 207536.