

Customer First

'Putting the customer at the heart of everything we do'



We aim to **resolve your enquiry the first** time you contact us



We aim to answer telephone calls within 20 seconds



We aim to **ensure that when you visit our offices you are** seen by a member of Customer Services within 5 minutes



We aim to acknowledge your email by the next working day and respond within 5 working days



We aim to deal with your written enquiry within 10 working days or keep you informed if we are unable to do so



We aim to not only provide help and information on our services but assist you in accessing all public services

By setting standards, we hope to ensure that all customers will receive a consistently good level of service.

Be accessible to all

We understand that everyone is different and we will do all we can to ensure you can access our services. For example:

- **We take services out to rural areas through our outreach surgeries.**
- **We offer information in large print and different formats.**
- **We can assist you in completing application forms.**
- **We offer a private area for discussion if your query is confidential.**
- **We equip our offices with induction loops.**
- **We provide interpreting and translation services.**
- **We can arrange home visits for those with mobility problems who are unable to visit our offices.**

Improve what we do by listening to you

We know that some of the best suggestions on how to improve our services come from our customers.

This is our opportunity to listen and we are committed to being open and honest about what we do. Most importantly we will say sorry when things go wrong and learn from our mistakes.

It is easy to make a compliment, comment or complaint either on-line or by using the contact details below.

Please contact us:

By phone: 01803 861234

By fax: 01803 866151

By web: www.southhams.gov.uk

By email: customer.services@southhams.gov.uk

By visiting: Follaton House, Plymouth Road, Totnes, TQ9 5NE



South Hams
District Council