

Customer First

These are the standards we aim to achieve

BE ACCESSIBLE

The Council is committed to being accessible to all.

We will deal with all enquiries and requests in a friendly, professional and speedy manner.

We will always try to be as helpful as possible in our response, offering further advice whenever we can and anticipating what information you may need.

We will provide information in alternative languages and accessible formats on request

We try to ensure that all information provided, in whatever format, is clear and accurate.

PROVIDE QUICK RESPONSES

- Answer 80% of telephone calls in 20 seconds
- Acknowledge your email within 24 hours and wherever possible respond within 48 hours
- Deal with your written enquiry within 10 working days, or in the event of further research being required we will tell you when we will be able to respond
- Update our website on a daily basis
- See you within 5 minutes when you come to visit us
- Resolve your query the first time you contact us - if we are unable to do this we will clearly explain what the next step will be and how long this will take.

DEAL WITH COMPLAINTS FAIRLY

There may be times when things go wrong and you do not feel that you receive the service you expected or required. We want to know when this happens so that we can do our best to put things right. In order to do this we have a standard complaints procedure. Our complaints procedure is designed to make sure:

- It is easy for you to make your complaint
- It gets to the right person
- It is dealt with promptly
- If something is wrong, it gets put right

STRIVE FOR IMPROVEMENT

We are committed to improving the services we provide. If we see that something isn't working we do everything we can to put it right.

By listening to you, our customers, we can identify areas for improvement and drive forward change.

OUR COMMITMENT

- The commitment to Customer First is led by the Chief Executive and the District Councillors to create a culture with the focus on you, the customer.
- The Customer First standards are displayed throughout the Council and communicated to all our staff, citizens and visitors to the Council. Customer First is a living document that is regularly reviewed and updated.

WHAT CAN YOU DO TO HELP US

- Tell us immediately if you are unhappy with a service, giving as much detail as possible
- Give us ideas, comments and suggestions to improve what we do
- Give us all the information we need to deal with your request
- Where possible please make an appointment so we can make sure you see the appropriate person to deal with your enquiry
- Let us know in advance if you need a signer or an interpreter
- Let us know if you have any particular requirements we need to be aware of
- Let us know in advance if you need to cancel an appointment
- Be polite in dealing with our staff. We will not tolerate abusive language or violent behaviour towards them

Write to us or visit us:

South Hams District Council,
Follaton House, Plymouth Road,
Totnes, TQ9 5NE

Phone us: **01803 861234**

Email us: **customer.services@southhams.gov.uk**

Visit our website: **www.southhams.gov.uk**

Fax us: **01803 866151**