



# CUSTOMER CHARTER 2021

ONE OF OUR COUNCIL PLAN PRIORITIES IS YOUR SERVICES, YOUR VOICE. WE WANT TO HAVE HIGH QUALITY, GOOD VALUE SERVICES THAT ARE CONTINUOUSLY IMPROVED.

**EXCELLENT CUSTOMER SERVICE IS CENTRAL TO HOW WE DELIVER OUR SERVICES.**

## AT WINCHESTER CITY COUNCIL WE WILL:

- Be helpful, clear, prompt, polite and attentive whenever you contact us
- Be respectful and courteous throughout your contact with us
- Be honest in our dealings and consistent in our decision making
- Invite your feedback and listen to your ideas to help us improve our services
- Offer you alternative ways to contact us to make it easy for you to do so and save you time in the future
- Make sure everyone can access our services and make special arrangements where necessary
- Communicate clearly and without jargon
- Seek to maximise use of technology and digital channels to communicate with customers

## ON THE PHONE WE WILL ALWAYS:

- Aim to answer your telephone call within 6 rings
- If this is not possible, offer you an option to leave a message and be telephoned back on a preferred number to prevent wasting your time in queues
- Introduce ourselves or our service area  
"Winchester City Council, [service name], [first name] speaking, how can I help?"
- At very busy times, ensure that there is a team answer service in place to capture your message – we aim to respond to it that day or the next at the latest

## WHEN WE RECEIVE GENERAL CORRESPONDENCE BY LETTER, EMAIL OR VIA THE COUNCIL WEBSITE WE WILL:

- Send a holding response to your emails or contact via the council website no later than 2 days after receipt if we can see the response will take some time
- Aim to send you a full response within 10 working days but, if the reply is going to take longer, keep you informed of progress
- Provide you with the name of the officer coordinating your response, plus their contact telephone number and email address

## IN RETURN WE ASK YOU TO:

- Treat our staff courteously and politely
- Behave appropriately to help us resolve your query - we will not tolerate physical or verbal abuse, threats or discrimination towards our staff

