



OUR CUSTOMER CHARTER

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

