

# East Cambridgeshire District Council Customer Charter

East Cambridgeshire District Council is committed to ensuring that the district remains one of the best places to live in the country.

Our customers are at the heart of everything we do and we welcome your feedback on how we can improve our services.

Our Customer Charter sets out our promises to how we will deliver high quality services for you and the service standards we will provide which enable us to meet your expectations.

## Our promises

We will;

- Provide you with high quality services when *you* need them and where *you* want them,
- Ensure that we use plain language and have properly trained staff to answer your enquiries,
- Be honest, approachable and polite, keeping your needs at the heart of everything we do,
- Aim to answer your enquiry at the first point of contact,
- Make sure that information we provide is accurate and up to date,
- Deliver services in a way which offers good value for money for the community,
- Treat all our customers equally,

When you visit our offices we will provide;

- An accessible space which is open during published hours,
- A reception area which is welcoming and friendly,

- Trained staff who will aim to see you within 10 minutes (if you have to wait longer then we will explain why),

When you phone the Council, we will;

- Aim to answer your call within 30 seconds,
- Aim to answer your query at the first point of contact,

If you write or email us we will;

- Aim to respond to you within 48 hours by email and within 3 working days by letter,
- Be clear and use plain English when responding to you,

If we visit you, we will;

- Arrive at the agreed appointment time (unless we are running late and in which case we will contact you),
- Be helpful, polite, treat you with respect and dignity,

