

Our Customer Pledges

Our pledges to you:-

- To treat you fairly, with courtesy and respect
- To provide services that meet your needs
- To be honest and open, taking responsibility for our actions and for ensuring you get the right advice and information
- To try and get things right first time
- To use your feedback to help us improve our services in the future

Our service standards:-

When you visit us we will -

- Greet you in a polite and friendly manner
- Keep waiting times to a minimum and advise you of any delay - our aim is to see a minimum of 80% of customers within 15 minutes
- Help you with access or language requirements as best we can
- Provide a private interview room, when we can

When you telephone we will -

- Answer your call in a polite and professional manner
- Answer your call as quickly as possible – our aim is to answer 80% of calls within 5 rings
- Take personal responsibility for your call and ensure that any follow up actions are taken
- Respond to all messages left on voice mail or answer phones within 1 working day

When you write to us or email us we will -

- Acknowledge your letter or email within 3 working days and aim to reply in full within 10 working days
- Explain why it will take longer, if we cannot reply in full within 10 working days
- Reply to you in plain, jargon free English
- Respond by telephone where possible, especially if you have an urgent enquiry

What we ask of you -

- Please treat our staff and premises with respect and consideration
- Please give us all the information we need to deal with your enquiry
- Please be patient if your enquiry takes us a few days to deal with
- Please give us honest and constructive feedback so that we can improve our services in the future
- Please tell us if you have particular access or language needs

We recognise that on occasions we may get it wrong or not do something that you think should have been done

Where we have let you down we will –

- Acknowledge that something has gone wrong and apologise
- Try to put things right straight away
- Give you an explanation as to what has happened
- Agree a solution with you, where we can
- Use what we learn from our mistakes to help improve our services for the future



St Albans
City & District Council