



**THORPE ST ANDREW TOWN COUNCIL**

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COUNCIL**

**CUSTOMER CARE POLICY**

Adopted by the Council at its Meeting held on \_\_\_\_\_

Thorpe St Andrew staff will deliver services in a friendly, inclusive and helpful way.

The Council will treat all members of the public and customers of its services in a courteous and professional manner. It will recognise their needs as an individual or as part of a local community. It will always try to offer a way forward on the particular issue being raised.

In particular the Council will:-

- Provide information in accordance with its Publication Scheme and Information & Data Protection Policy.
- Give you clear and accurate information
- Respect confidentiality unless it is legally required to disclose information.
- Deliver its services in accordance with stated standards and its Equality Policy.
- Return telephone calls within two working days.
- Respond to letters and e-mails within 5 working days of receipt.
- Where it is unable to resolve an issue for a customer, it will advise where further help can be obtained or act as advocate by contacting the other organisations on the customer's behalf

If a member of the public or customer has a grievance against the Council, it will be dealt with in accordance with the Council's Complaints Policy.

Please note that the Local Government Ombudsman does not currently deal with complaints about town or parish councils however this is being reviewed by Government.

We would ask you in return to treat our staff with courtesy and respect, in a manner in which you would expect to be treated.