



Customer Service Standards

To provide our customers with excellent and accessible services

If you would like further information, please contact the Customer Service Department :

A: The Arc, High Street, Clowne S43 4JY
T: 01246 242424
E: enquiries@bolsover.gov.uk
W: www.bolsover.gov.uk

Customer Service Standards

We are committed to providing excellent customer service to all our customers. Setting standards for performance makes it possible for us to measure how much we are improving. The Customer Service Standards include best practice to deliver improved services to customers.

Our promise to customers

When customers make contact with us we will:

- Be welcoming and courteous
- Be polite, fair and respectful
- Be helpful and responsive
- Provide good quality information suited to their needs
- Communicate clearly
- Advise what we can provide, who to contact and how
- Advise how to use the compliments, comments and complaints system to improve our services
- Keep them informed of the actions we have taken and not make false promises
- Empathise and listen to understand their needs
- Have knowledgeable and skilled staff to deal with their enquiry
- Treat all information received in the strictest of confidence
- Offer to make any reasonable adjustments for special requirements.

To help us achieve this we ask that customers:

- Are courteous and respectful towards us
- Provide accurate information when required
- Make suggestions on improving our services by using the compliments, comments and complaints system
- Explain anything they are not sure of
- Advise us of any specific requirements, eg. large print, braille etc.

The standards have been reviewed to provide consistency to our customers

Our Customer Service Standards

When dealing with your emails, we will:

- Acknowledge all enquiries within one working day
- Give you details of who is dealing with your enquiry
- Respond to your enquiry in full within eight working days. For responses requiring more information, you will be informed when to expect a response.

When answering the telephone, we will:

- Aim to answer your call within five rings or twenty seconds
- Greet you politely and clearly
- Tell you who you are speaking to and the name of the service or place you are calling
- Listen carefully
- Aim to return your messages within one working day.

When you visit council buildings, we will:

- Aim to greet you as you enter the building or when you approach the enquiry desk
- Aim not to keep you waiting more than twenty minutes to be served at a contact centre or ten minutes if you have an appointment
- Make you feel welcome
- Find out how we can help you
- Keep our reception areas clean, tidy and safe.

When dealing with your letters, we will:

- Reply within ten working days
- Tell you what to do if you require further assistance
- Use clear, jargon free language.



Leave us feedback via the weblink below or scan the QR code with your mobile phone:

https://selfservice.bolsover.gov.uk/service/Compliments_Comments_and_Complaints

We will keep you informed and involved by:

- Producing information about us and our services that is accurate, useful and up to date
- Providing information in other languages and formats, such as large print or audio when needed
- Publishing how well we are meeting our Customer Service Standards
- Using your feedback to help us make decisions
- Creating a self assessment report and a self improvement report to the Ombudsman to ensure we are abiding by the Ombudsman's complaint handling code and learning and making improvements from complaint data.

Dealing with compliments, comments and complaints, we will:

- Provide you with information about how to report a compliment, comment or complaint
- Record compliments, comments and complaints and use them to review and improve our services
- Acknowledge your comment or complaint within 10 working days
- Respond to all stage one complaints within 10 working days and stage two complaints within 20 working days
- Treat complaints confidentially while ensuring we are fair to everyone concerned
- Inform you how to take your complaint further if you are not satisfied with our response
- Apologise when we are at fault and do our best to put things right.



For information on how we use personal information please go to our Privacy Statement on our website www.bolsover.gov.uk

ACCESS FOR ALL STATEMENT

You can request this document or information in another format such as large print or language or contact us by:

- **Phone** – 01246 242424
- **Email** – enquiries@bolsover.gov.uk
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- **Call with Relay UK** via textphone or app on 0800 500 888 – a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting one of our offices** at Clowne, Bolsover, Shirebrook and South Normanton.