



Customer care policy and communication service statements

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	Draft		November 2024

Introduction

Bletchley and Fenny Stratford Town Council exists for the benefit of the people of our area and excellence in customer service is an integral part of all our activities. This policy is intended to document the council's commitment to customer care and to set expectations for our customers and for our employees. Our customer service standards are intended to establish a consistent approach within the council and our performance management system incorporates assessment and measurement of customer focussed behaviours. The council is committed to providing appropriate training to ensure all employees are equipped to support our customers in line with our service standards.

In the unhappy event that our customer service is unsatisfactory we welcome constructive feedback and, in the event of serious dissatisfaction, we encourage customers to consult and follow our formal complaints procedure which can be found on our website.

Customer Service Standards

Customers can expect that we will

- identify ourselves and treat our customers with friendliness, civility and respect
- listen to our customers and respond to what has been communicated
- be well informed about council services and activities
- be positive and seek to find solutions to problems
- be honest when we cannot help and signpost to other services if possible
- treat customers fairly recognising that all individuals have unique needs

We also

- expect customers to treat our workforce with respect and consideration
- welcome feedback to help improve our services and activities

Policy statements

Our customers

Our most important customers are residents of Bletchley and Fenny Stratford but our customers also include visitors, councillors, contractors and suppliers, co-workers and workers from other organisations, and people acting on behalf of our customers.

Contacting Bletchley and Fenny Stratford Town Council

We recognise that we need to provide multiple channels for communicating information and listening to our customers which include but are not restricted to digital channels.

Customers can communicate with us in the following ways:

i Digital communications

- email
- social media posts and direct messages

We aim to acknowledge all direct communications within three working days* (*Monday to Friday) and if we cannot provide the information requested immediately we will advise customers of how long they may have to wait. However, we may not respond to general social media posts.

- website

We provide contact details for all officers and councillors on our website and will ensure that the website is compatible with the current accessibility regulations for public sector bodies.

ii Face to face visits

Our primary office at Sycamore House is open to the public for drop-in visits on Mondays from 9 am to 12 noon and on Tuesdays, Wednesdays, Thursdays and Fridays from 9 am to 4 pm. We cannot guarantee that a specific named officer will be available unless an appointment is made in advance. Appointments may also be made in advance to meet specific officers at other town council locations. Appointments can also be made for customers to see members of the council via the officer team if required.

iii Letter

We will respond to all letters within 10 working days of receipt.

iv Telephone

We aim to answer all calls as quickly as possible and we will only use voicemail outside public office hours or when there are no employees available to answer the phone. We aim to respond to all voice mails within one working day.

Payments

The council makes charges for some of its services and our list of charges is published on our website. Our preferred method of payment for all services is digital (ie electronic bank transfer or online payment via Worldpay). Council officers are not authorised to accept cash payments for services.

Planning our customer services

The council aims to provide user friendly and customer focussed services. This means that councillors and officers must consider customer experiences when planning and resourcing services. In addition, consideration will be given to legislation, good practice, and national standards.