

# Customer Care Policy

May 2026 reviewed

Next review May 2027

1. The Council will treat all members of the public and customers of its services and facilities in a courteous, helpful, and professional manner. It will recognise their needs as an individual or as part of the local community. It will always try to offer a way forward on the issue being raised.
2. The Council will:
  - provide information in accordance with its:
    - Data Transparency Policy and Model Publication Scheme
    - Data Protection Policy
    - Freedom of Information Policy;
  - give clear and accurate information;
  - respect confidentiality unless it is legally required to disclose information;
  - deliver its services in accordance with stated standards and its Equal Opportunities Policy;
  - return telephone calls within two working days;
  - respond to letters and emails within five 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.
3. 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 Procedure.
4. We would ask you in return to treat our staff with courtesy and respect, in a way you would expect to be treated.