

# Telford & Wrekin Council Customer Contract

Last updated: January 2021



## Our commitment to you:

**At Telford & Wrekin Council we believe everyone has the right to receive the best possible service day in and day out. So whenever and however you contact us, we will make sure you receive the highest standards of customer service.**

In summary, our vision is to work with our customers to develop quality services that are accessible to all and to make every contact count.

### We aim to:

- own responsibility for every contact received and if we can't help, connect you to other organisations that can
- understand and care about your concerns; demonstrating through our actions that your issues matter to us
- be helpful, polite, friendly and treat you fairly and with respect
- be honest, only making promises we can deliver, and do what we say we will
- meet our customer service standards and regularly monitor and publish how well we're doing this
- provide clear and up to date information about our services
- explain our decisions and the reasons for them
- display the Council logo clearly on our information, signage, buildings and vehicles so you know which services we are responsible for
- deal with your request correctly the first time you contact us and if we have to pass your enquiry on, give you the name of the person, team or organisation dealing with your enquiry and how to contact them
- if things go wrong, say sorry, do our best to put them right and learn from our mistakes
- protect your confidentiality by handling your information sensitively and securely

- make sure Council services are accessible to all and meet our co-operative values
- provide help if you need assistance because of a disability or health condition with information available on our website and through our contact centres
- enable customers to access more information and services online
- invite, listen to and act on feedback from customers to improve our services, and communicate the improvements we have made

### In return, we ask you to:

- treat us politely and with respect, and understand that we will not tolerate abusive language or threatening behaviour towards our staff or other people using our services
- tell us as soon as possible when things go wrong
- let us know in good time if you can't make an appointment with us
- give us the correct information at the right time and let us know if anything changes
- use our online services first, if you are able to
- let us know if you have received an outstanding service

## Customer Service Standards

The following standards apply to every service area of the Council where timescales are not separately published on our website:

### When you contact us online, we will:

- enable you to create your own personal My Telford account in order to easily access council services online 24 hours a day [www.telford.gov.uk/mytelford](http://www.telford.gov.uk/mytelford)
- enable you to access as many of our services as possible online at a time that suits you but make sure that we continue to provide other ways for you to access our services if you're not able to contact us online
- make sure our Website meets accessibility standards and publish an accessibility statement [www.telford.gov.uk/accessibility](http://www.telford.gov.uk/accessibility)
- respond to emails within 3 working days (Monday- Friday); you will either receive a full response to your enquiry, or you will be given details of who is dealing with the matter and how long they will need to respond fully
- auto-acknowledge emails on all public facing email inboxes confirming the service standards for responding to specific enquiries
- make it clear which service in the Council the email is from and make it clear who to reply to/contact

### If you contact us by social media, we will:

- provide an acknowledgement and initial response to your question or enquiry within 4 working hours (Monday to Friday)
- send you a response via private message if your question or enquiry is confidential
- make sure that your enquiry is actioned by logging it with the appropriate council team

### If you contact us by telephone, we will:

- answer 95% of calls to our contact centres within 7 minutes and 99% of calls to our contact centres within 10 minutes, if we fail to do this we will call you back on the same working day or the morning afterwards
- answer all calls received outside of our contact centres within 6 rings
- introduce ourselves by clearly stating our first name and team
- provide you with a call back facility across our contact centres, so you don't have to wait in a queue during our busy times; if we promise to call you back, we will call you when we say we will
- if we cannot answer your enquiry or transfer you to the right person straight away, we will take your details and ask someone to contact you
- use automated voice services, where appropriate, to provide immediate answers to questions such as 'what is my bin collection day?'
- provide a contact number out of normal office hours for emergency enquiries
- continue to improve our performance year on year



### **If you write to us we will:**

- respond to letters within 5 working days (Monday- Friday); if we are unable to we will acknowledge your letter within that time frame and provide you with a full response within 10 days of the acknowledgement of your letter. If we are not able to we will tell you why and explain your options

### **If you make an appointment to visit us, where possible, we will:**

- confirm the appointment in writing, normally by email or text message
- send you a reminder about the appointment by email or text message 24 hours beforehand
- see you at your appointment time, or if there is a delay, explain why and keep you informed
- if you attend our buildings without an appointment we will book you the next available appointment and ask you to return at the allocated time
- wear photographic identification to identify ourselves
- provide clean, tidy and comfortable public spaces in our buildings, and wherever possible a space for you to see us in private, if required
- make sure our buildings meet accessibility standards
- publish useful information for people visiting us on our website, such as opening hours and how to find us (including on foot, by cycle or public transport)

### **If we visit you, we will:**

- normally agree a date and time with you
- show you photographic identification before coming into your home
- tell you as soon as possible if we are delayed, or have to postpone or cancel our visit



### **If you make a complaint, we will:**

- respond to complaints in accordance with the timescales outlined in our complaint policies
- tell you what to do next if you're not satisfied
- publish information on how to make a complaint, our complaints policy and our performance on complaint handling on our website [www.telford.gov.uk/complaints](http://www.telford.gov.uk/complaints)

### **Listening to your views and using them to shape council services is vital, so we will:**

- ask for, listen to, and act on your feedback about our services to help us improve and make changes to them
- promote how you can use our comments, compliments and complaints form, join our Community Panel [www.telford.gov.uk/communitypanel](http://www.telford.gov.uk/communitypanel) or become a mystery customer [www.telford.gov.uk/mysterycustomer](http://www.telford.gov.uk/mysterycustomer) to give us this feedback



Protect  
Care and Invest  
to create a  
better borough



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