

**Castle Donington Parish Council**

**Customer Service Standards**

**Castle Donington Parish Council, The Community Hub,**

**101 Bondgate, Castle Donington, Leicestershire, DE74 2NR.**

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**Website:** [**www.castledonington-pc.gov.uk**](http://www.castledonington-pc.gov.uk)

**Facebook: Castle Donington Parish Council**

(Office open to the public from 10:00 am – 2 pm Monday to Friday excluding bank holidays.)



**Customer Service Standards**

Castle Donington Parish Council is committed to providing a high standard of service for the benefit of the local community. We’ve adopted these standards as we are committed to providing an excellent service.

**We Will:**

* Treat you politely and respectfully;
* Make sure our staff are trained to give you the help you need;
* Listen to you carefully and be courteous and helpful;
* Use plain language in all communications;
* Treat you fairly, equally and in confidence;
* Keep our website up up-to-date and accessible.

**When answering the telephone, we will:**

* Aim to answer your call within ten rings;
* Be clear about who you are speaking to;
* Take a message or signpost you to the correct agency if we are unable to deal with your call;
* Return your call within three working days.

**When dealing with your correspondence we will:**

* Provide an acknowledgment when requested to do so within two working day;
* Respond within ten working days.

**When you visit The Community Hub, we will:**

* Create an accessible environment that is welcoming, safe and friendly;
* Provide clear signage;
* Publish our opening times;
* Arrange a time and place for you to discuss issues in private, if requested;
* Help with all your needs as much as we can.

**When dealing with complaints, comments and compliments we will:**

* Provide you with information about how to report a complaint, comment or compliment;
* Record all complaints, comments and compliments and use them to help review and improve our services;
* Acknowledge all complaints within two working days;
* Respond to all complaints within 10 working days;
* Treat complaints confidentially and fairly;
* Tell you how you can take your complaint further if you are not satisfied with our response;
* Apologise when we are at fault and do our very best to put things right.