

# Customer Charter

West Lindsey District Council is committed to ensuring that our customers are at the centre of everything we do and we welcome your feedback on how we can improve our services.

Our Customer Charter sets out our promise to how we will deliver high quality services for you and the service standards we will provide which enable us to meet your expectations.

## **We will;**

- Provide services to our customers which they can rely on and trust
- Treat customers fairly and respectfully
- Help customers to help themselves and /or work with them to find solutions
- Work with other partners to meet those needs when appropriate
- Communicate clearly and simply
- Seek and use feedback to learn, develop and grow

## **When you visit our offices we will provide;**

- An accessible space which is open during published hours
- A reception area which is welcoming and friendly

## **When you phone the Council, we will;**

- Aim to answer your call as quickly as we can
- Aim to answer your query at the first point of contact
- If you leave a voicemail we will get back to you promptly

## **If you write or email us we will;**

- Be clear and use plain English when responding to you
- Be clear that it is the Council who is emailing you
- For email an automated response will be sent so you know we have received your email

## **If we visit you we will;**

- Arrive at the agreed appointment time, (unless there are unforeseen circumstances and in which case we will contact you). There may be some visits that are unannounced due to the nature of the work being carried out.
- Be helpful, polite, treat you with respect and dignity