

The Customer Service Policy has been revised in consultation with customers (July 2005), and reflects as far as possible, the views and comments received. If you have any comments or suggestions on how we might improve our service to you, please let us know by writing to us or by completing one of our customer survey cards at reception

***Development Services***

*Customer Support*

*Braintree District Council*

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*Braintree*

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This leaflet is also available in large print, audio tape, CD, Braille and alternative languages. Please contact us if you, or someone you know, would prefer one of these formats.



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IN PEOPLE



FS 28516

**At your Service**

Development Services

# **Customer Service Policy**



**Braintree**  
District Council

Braintree District Council is committed to providing quality services to its customers.

As part of this commitment, Development Services has produced a Customer Service Policy specifying key areas of its service and how it will perform them:

- We will treat all our customers equally, without discrimination, regardless of status, race, age or ability. Wherever possible our services will be equally available to everyone.
- We aim to give a high quality service at all times, visitors will receive our full attention and we will do all we can to make your visit pleasant and useful. We will try to deal with your enquiry with the minimum of delay. You can normally see a specific member of staff when they are available, however if the person you want to see is not available an appointment can be made for you.
- A Duty Planner will be on hand to give advice and answer your questions. Interview rooms are available if you wish to discuss a private matter.
- All of our staff will wear name badges when meeting visitors and customers.
- When you contact us by telephone your call will be answered as quickly as possible, in a friendly and courteous manner. If the person you want is not

available you will be transferred to another appropriate member of staff who will deal with the matter. If you leave a message we will ensure that it is dealt with and, if required, your call will be returned as soon as possible.

- We will respond within 15 working days from receipt of your letters, e-mail and faxes, if the matter cannot be addressed immediately, you will receive acknowledgment that your correspondence has been received and will be dealt with as soon as possible. If the matter is complex we will keep you informed of progress. We will use plain English, and provide additional information if it is useful to you in your enquiry.
- We will acknowledge complaints within 3 working days of receipt, and provide a full response within 7 working days. If a full response is not possible within that time, a letter will be sent advising of progress and reasons for the delay. Our leaflet "I would like to make a complaint" explains the process, and is available at all Council offices and on our website.
- Our comprehensive range of Customer Contracts explain the services we provide, the standards you can expect from us, and what to do if things go wrong. These are available from all Council offices, and will also be posted on our website.