

Our Customer Service Standard

As a valued customer we will:

- Treat you in a friendly, fair and professional manner.
- Provide well trained, easily identifiable staff.
- Provide a private area for confidential enquiries.
- Resolve your query or service request at the first point of contact, but when this is not possible we will inform you of the service that will help you and how long it will take where appropriate.
- Provide you with a name, service area and direct dial telephone number whenever it is necessary.
- We will respect your rights to confidentiality, privacy and safety subject to our legal obligations.
- Ask for your feedback and use it to monitor and improve our service. We will then tell you what we have done.

When you telephone us we will:

- Answer your call within 15 seconds.

When you visit us we will:

- Direct you quickly and efficiently to the right person.
- Ensure that our reception areas are accessible and welcoming at all times.
- Where appropriate we will make an appointment for you.

When we visit you we will:

- Keep to pre-arranged appointments.
- Show you our identification.

www.braintree.gov.uk

When you write to us we will:

- Acknowledge your letter and/or provide a response in writing within seven working days.
- Acknowledge your e-mail electronically by the end of the next working day and provide a response within seven working days.
- Advise you when we cannot respond fully within seven working days and tell you when we will be able to respond.

When using our website:

- You can access Council services 24 hours a day.

In return we will:

- Not tolerate any physical or verbal abuse towards our staff.

Complaints or compliments

If you are happy with the service we have provided or feel that we have not met any of these standards, please let us know. You can do this through the following methods:

Website: www.braintree.gov.uk

Email: csc@braintree.gov.uk

Telephone: 01376 552525

Or by writing to us at:

**Braintree District Council,
Causeway House, Bocking End
Braintree
Essex, CM7 9HB**

www.braintree.gov.uk