



**DRAFT**

## **Customer Service Standards**

Our vision:

We want to deliver excellence by putting customers at the heart of everything we do. To do this we will listen and be courteous to ensure we get your enquiry right the first time. Where we can not resolve your enquiry will be honest and let you know when we can. We will strive to continually improve our services and customer satisfaction.

We will aim to:-

- Respond to emails within 5 working days
- Answer questions submitted through the website within 5 working days
- Respond to Govmetric feedback within 5 working days of receipt
- Answer telephone calls within 10 rings (approx. 30 seconds)
- Respond to text messages sent to the Council's SMS service within 5 working days
- Respond to letters within 5 working days of receipt
- See you within 10 minutes of your appointment at our offices
- Offer an appointment with an appropriate officer (if not available at the time of your visit) within 10 working days
- Have any complaint dealt with promptly and in accordance with our complaints procedures which can be found at [www.harborough.gov.uk/complaints\\_procedure](http://www.harborough.gov.uk/complaints_procedure)
- Respond to Freedom of Information requests in accordance with our procedure which can be found at [www.harborough.gov.uk/FOI](http://www.harborough.gov.uk/FOI)
- Use social media, such as Facebook and Twitter, to share information only with our customers in accordance with our Social Media Policy.