

FERRYHILL TOWN COUNCIL



POLICY

CUSTOMER CARE

G05

The Council will treat all members of the public in a courteous and professional manner. It will recognise their needs as an individual or as part of a local community. It will always try to offer a way forward on the particular issue being raised.

In particular the Council will:-

- Provide information in accordance with its Publication Scheme
- Respect confidentiality unless it is legally required to disclose information
- Deliver its services in accordance with stated standards
- Return telephone calls within one working day
- Respond to letters and e-mails within 5 working days
- Where it is unable to resolve an issue for a customer, it will advise where further help can be obtained or act as advocate by contacting the other organisations on the customer's behalf.

If a customer has a grievance against the Council, it will be dealt with in accordance with the Council's Complaints Code.