



## **WHITCHURCH TOWN COUNCIL**

### **CUSTOMER CARE POLICY**

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 and Information & Data Protection Policy.
- Respect confidentiality unless it is legally required to disclose information.
- Deliver its services in accordance with stated standards and its Equality Policy.
- Return telephone calls within two working days.
- Respond to letters and e-mails within 5 working days of receipt.
- 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.