



## **CUSTOMER SERVICE STANDARD**

### **What you can expect from us**

#### **Help our customers access our services and deliver on our communities' needs**

- Manage; enable customers to help themselves where they can and make it easy for them to access our services
- Understand; actively listen to customers and use feedback to meet their needs and improve our services.
- Own; take responsibility for the customer, learning from mistakes made and making amends for customers.
- Excel; strive to get it right for customers first time.

You can access our website 24 hours a day, 7 days a week where you can find information about our services and matters about West Mersea.

We offer a friendly, accessible and professional service, where trained staff are ready to help with your enquiry.

However you contact us, we aim to:

- be welcoming, fair, responsive and courteous
- actively listen to our customers and use feedback to meet your needs and improve our services and products
- have professional, well-informed staff, who take pride in what they do
- let you know what we can provide and what you should expect
- get it right for customers and do the best job we can
- make sure everyone has equal easy access to our services
- communicate in plain language and avoid jargon
- respect your right to privacy and confidentiality

We aim to give you the following assurances for whichever way you contact us. However, in times of high demand you may need to be patient with us:

#### **Online**

You can access our website 24 hours a day. We aim to:

- ensure our website is clear, quick and easy to use
- make sure all information on our website is up to date
- use your feedback to consider improvements we can make to our website
- process your query online and aim to resolve it as soon as possible (within 7 working days where possible)
- provide help to people less confident in accessing the website

#### **Email**

When you email us, we aim to fully respond to your enquiry within 7 working days; however where this is not possible we will contact you to acknowledge your email and let you know when we will provide you with a full response.

## Telephone

The telephone line is open 8am to 4pm Monday to Friday. Occasionally there may be a short break in the service due to staff shortages.

However, if you do need to contact us by phone, we aim to:

- resolve your query at the first point of contact where possible
- advise you when you can access our info online
- provide you with the name of the person you are speaking to
- answer your calls within an average of 90 seconds or be directed to a voicemail to leave a message
- respond to you the next working day if you leave a message with us
- we aim to achieve very high levels of customer satisfaction across all service areas

## In Person

You can access our website 24 hours a day, 7 days a week. However if you do need to visit us, we aim to:

- assist you to access our services wherever possible
- refer or signpost you to the appropriate services
- keep our public areas safe, clean and welcoming
- help you if you have special communication or access needs

Office hours are Monday, Tuesday and Friday 9am to 12pm. Wednesday and Thursday by appointment only.

Our customers are important to us. We aim to anticipate and meet your needs so we can deliver excellent customer service.

We will try our best to resolve all of your enquiries at the time of contacting us. However, where this is not possible we will strive to keep you informed on what is being done to resolve your enquiry. Please note that West Mersea Town Council is the 3<sup>rd</sup> tier of three Councils (Essex County Council, Colchester Borough Council) and we do not have access to their service teams and therefore, when appropriate, redirect you to contact them.

## How you can help us

West Mersea Town Council is committed to providing excellent customer service. There are a number of ways you can help us to achieve this:

- much of the information that is requested is already on the website and in most cases, the quickest and easiest way to access our services and resolve your query 24 hours a day, 7 days a week
- if you do need to come and see us, bring with you all the correct documentation and information. We can then deal with your request quicker, reducing the number of unnecessary visits and saving you time
- treat our staff and other customers with courtesy and respect. Our staff and other customers will not deal with violent, rude or disruptive customers
- keep us updated with any changes that may affect the services West Mersea Town Council provides

## Help us to get it right

It helps us to receive feedback on your online enquiry, telephone call or visit. We constantly strive to provide the service you expect so please let us know how we are getting on.

You can provide us with feedback on our website by clicking [www.westmersea.org/contact](http://www.westmersea.org/contact)

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