

Our Customer Charter

We will...

We will communicate clearly and respectfully, showing our commitment to Equality, Diversity, and Inclusion

Strive to understand and take ownership of your enquiry and will direct you to the right organisation if we can't help directly

Explain, in an easy-to-understand way, what we need from you, advise you of our timescales and inform you of any delays

Improve access to our services by making more of these available online

Be responsive to your needs and adapt our communication style and actions accordingly

We need you (customers) to...

Provide us with the relevant information we need to help you

Understand that we may not always be the responsible organisation to resolve your issues

Please wait for the timescale we have communicated with you before requesting an update

Use the information and services available online if you can before contacting the Council

Be respectful towards our staff