

Customer Charter - *Our commitment to you*

We are committed to delivering high-quality, customer focused services to meet the needs of all our customers. Our Customer Charter sets out what you can expect from us when you access our services.



Our Values

- **Working together:** Working as a team to serve our residents.
- **Accountability:** Taking ownership of the service that we deliver.
- **Respect:** We value and listen to each other.
- **Fairness:** Offering equal opportunities for all.
- **Being Responsive:** We have a 'can do' attitude and respond to the needs of others quickly, positively, and appropriately.
- **Innovative:** Looking for new solutions.
- **Excellence:** Delivering our services to the highest possible standards.

These values are embedded into our service standards, therefore we will:

- Be professional and polite.
- Listen to you and respect your individual needs, treating all customers fairly.
- Take ownership of your enquiry and seek support from other colleagues to respond if required.
- Handle all information and personal data securely.
- Keep you updated with progress on your request.
- Tell you if we cannot complete your request, with reasons, and offer additional support where necessary.

Our Service Standards

We will:



- Offer multiple ways to make sure our services are accessible to all, including online, by phone, and in person.
- Ensure our information is available in different formats and languages to meet your needs.
- Acknowledge all email enquiries within 5 working days.
- Answer telephone calls promptly and advise you of alternative ways to contact us that may be more convenient for you.
- Ensure our staff are trained, professional, and approachable and you are made aware of who is dealing with your request.
- Deal with your enquiry at the first point of contact where possible.
- Communicate with you in clear and concise language using plain English.
- Listen and check details to understand your enquiry.

When visiting us, we will:

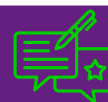
- Acknowledge your arrival in a friendly professional manner.
- Deal with your enquiry at the first point of contact where possible.
- Make an appointment or arrange a call back if the officer you need to speak to is not available.
- Ensure our officers are trained to identify when customers may need extra help.

Your responsibilities:

We ask that you:

- Always treat our officers with respect.
- Provide accurate information we have requested in a timely manner.
- Engage with us to help improve our services.
- Use our services responsibly.

Feedback and complaints



We always strive for continuous improvement and we welcome your feedback on the service we provide to you. You can feedback your comments by using the following channels:

- Contact our customer experience team by emailing customer.experience@southderbyshire.gov.uk
- Complete our online form: <https://bit.ly/3Xq5JSL>, or in writing, or over the telephone.

Our Contact Details



Customer Services Email:

customer.services@southderbyshire.gov.uk



Customer Services Tel:

01283 221000 or 01283 595795



Complaints & Compliments Email:

customer.experience@southderbyshire.gov.uk



Address:

Civic Offices, Civic Way,
Swadlincote, Derbyshire, DE11 0AH.



Online Contact Us Form: <https://bit.ly/43pexvN>