

Customer Service Charter

- We will respond to your letters within 10 working days.
- We will acknowledge your emails within 1 working day and respond in full within 10 working days.
- We will answer your telephone calls within 5 rings or where you are placed in a telephone queue we will aim to keep you waiting no more than 3 minutes and give you an option to leave a message.
- We will aim to answer 90% of our calls at first point of contact.
- We will investigate and respond to your complaints and concerns within 10 working days.
- We will attend to you within 10 minutes of your arrival if you visit our offices.

Our Aim is to...

- Be professional, polite and friendly
- Ensure that you are treated fairly
- Make our services easily accessible
- Complete enquiries at first point of contact
- When we are unable to help you find out who can
- Protect your privacy
- Provide clean and comfortable facilities
- Help you if you have difficulty communicating with us
- Not discriminate against you



Stockton-on-Tees
BOROUGH COUNCIL

CUSTOMER
SERVICE
EXCELLENCE

