



# Customer Charter

**To make sure you receive the best possible service from West Somerset Council, we have introduced Customer Standards which set out the level of service you can expect from us**

**As part of our agreed standards, we will:**

- ◆ Aim to answer telephone calls within 30 seconds of the initial ring
- ◆ Ensure a Council representative is on Reception at all times
- ◆ Aim to see customers within five minutes of arrival
- ◆ Book an appointment when specialist services are needed to ensure that an officer is available to see you
- ◆ Acknowledge email enquiries within one working day\*. Further contacts will then be made to give an indication of the deadline for a full response
- ◆ Acknowledge postal enquiries within five days and provide a full response within 20 working days\*. If we need more time to deal with an issue, we will keep you informed of the process that will be followed

\* We are currently unable to achieve this target in our Revenues section but we are working towards it.

**West Somerset Council treats customers according to its principles, which are:**

- ◆ To be welcoming and courteous
- ◆ To be fair and respectful
- ◆ To be helpful and responsive
- ◆ To provide good quality information suited to your needs
- ◆ To communicate clearly
- ◆ To let you know what we can provide, who to contact and how
- ◆ To let you know how to make suggestions for improvements
- ◆ To keep you informed
- ◆ To ensure that when a request for help or alternative format is made the member of staff is knowledgeable, sensitive and understanding



## We ask that you:

- ◆ Treat our staff with respect
- ◆ Understand if we are experiencing temporary problems
- ◆ Provide all the relevant information to help us deal with your request efficiently
- ◆ Do not verbally or physically abuse Council staff - we will not tolerate any of our staff being abused in any manner
- ◆ Do not attend the Council offices under the influence of alcohol or drugs

## Comments and Complaints

Your feedback is essential and we welcome your comments, compliments and complaints to help us review and improve our services.

By making your views known, you can help us achieve the highest possible standards and provide a better service to everyone.

We have a process for dealing with customer feedback, including complaints. A separate form is available on request which explains what you can expect from us.

We want to learn from your complaints and comments so we will record and review them.

They will be used to help us decide what actions can be taken to ensure we improve our services, and to help avoid a recurrence of any problems.

## If you require any further information please contact:

Customer Services  
West Somerset Council  
West Somerset House  
Killick Way  
Williton  
Somerset  
TA4 4QA

**Telephone** 01643 703704 **or email**  
[customerservices@westsomerset.gov.uk](mailto:customerservices@westsomerset.gov.uk)

**Service and community information can be accessed, and payments may be made, via our website at**  
[www.westsomersetonline.gov.uk](http://www.westsomersetonline.gov.uk)

## This document is available in other formats:

If you would like a copy of this document in large print, Braille or audio format, or if you would like it translated into another language, please contact our Customer Services team details above or speak to the team at our offices in Minehead or Williton.

