

## **CUSTOMER SERVICE COMMITMENTS**

**ITEM 8  
OSCPR200906**

Lead Officers: Jane Salt

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### **Background**

- 1.1 Members will recall that at a previous meeting Peter Wadsworth, the Customer Service Manager at the time, presented the attached Customer Service Commitments. These had been the subject of debate with our stakeholders, Corporate Team and the Executive.
- 1.2 The commitments were established as a deliberate first step towards informing our customers about the level of service they should expect from Copeland Borough Council, rather than an exact measure against a target. It was intended that the challenge against our performance would come from customers when we did not meet the level of commitment that had been promised.
- 1.3 Heads of Service and Managers were made aware of the targets that their staff should be aiming for when dealing with customers.
- 1.4 The challenge/feedback from our customers was to be the mechanism to measure our performance against the commitments.
- 1.5 The Chief Executive has confirmed that he wants to review the content of the commitments and wants to be involved in the development of these. No further progress on the commitments has taken place pending Liam's ability to take part in this process.
- 1.6 It is our intention to consult with our stakeholders, Corporate Team and Executive before we report the revised commitments back to this Committee.

## **CUSTOMER SERVICE COMMITMENTS**

- We will attend to customers who visit our reception within 5 minutes of their arrival
- We will answer telephone calls within 15 seconds during office hours
- We will acknowledge external customer emails within one working day and respond fully to all email enquiries within 3 working days
- We will acknowledge letters of complaint within 3 working days of receipt and respond fully within 10 working days
- We will respond to all letters received from our customers within 10 working days
- We will respond to voice messages left by customers within one working day
- We will ensure that all of our customers feel that they have been dealt with politely, professionally and with respect
- We will ensure that all of our customers feel that we make it easy for them to make comments or complaints about the service they receive
- We will ensure that all of our customers feel that the information provided about services is easy to understand