



Copeland Borough Council

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