

Derby City Council

Customer Charter

November 2022



Derby City Council

Our Vision and Aims for our Customers

Derby City Council is committed to improving and modernising public services to provide high standards of customer service to the people who live and visit Derby.

"The Customer Service Standards have been developed by employees and reflect their wish to provide customers with efficient and courteous service. Setting standards makes it possible for us to measure how much we are improving."

By working in partnership with Derby Homes and other partners we aim to provide an enhanced customer experience through better access to services, greater choice and flexibility for customers.

Our passion is delivering high quality customer services so we aim to:

- Be helpful, polite and accessible, identifying and addressing specific needs sensitively and fairly
- Respect privacy and confidentiality
- Deal with enquiries promptly and give timely information that is accurate, comprehensive and complete
- Actively encourage and welcome customer feedback

To support these, we will:

- Display our opening times and out of hours contact details
- Ensure our online services can easily be found on our website
- Always try to resolve your enquiry at the first point of contact
- Deliver what we promise, dealing with any problems that arise and keep you informed of any delay
- Put things right when they go wrong
- Maximise the use of email and SMS Text in our written correspondence but use another method if it is your preference or a statutory requirement.
- Listen to you and understand how best to deal with your needs, learning from what you tell us
- Work to improve the information we have about our customers so that we can tailor services to individual needs
- Use feedback to shape the service we deliver
- use plain language and not use jargon
- provide information in other languages and arrange for a BSL interpreter where needed
- not discriminate against you.



Customer Standards

In person:

- Be accessible and visible, introducing ourselves by name and department
- Keep to agreed appointment times and if we have to cancel, we will re-book a time that suits us both
- Where possible not visit customers unannounced.

By phone:

- Answer calls efficiently during service opening hours
- Always answer the phone giving the appropriate corporate greeting
- If we can't deal with your enquiry immediately, we'll take a message so that the right person can call you back

In writing:

- Respond to all written enquiries within 10 working days. This means either:
 - A full response to your enquiry
 - If we need to take longer to give a fuller response, we'll tell you why and what the next steps are
- Your emails or online form requests to our teams are automatically acknowledged providing information about next steps
- Write clearly and concisely, so that information is easy to read and understand
- Include a named contact person and phone numbers in our correspondence

By self-service:

- Operate secure online services, where your personal data is safe
- Provide clear information about how to contact us in other ways if you need support
- Acknowledge online service requests within 1 working day
- Respond to online enquiries within 2 working days

By social media :

- Provide a range of social media accounts, giving real-time information to customers and provides additional ways for customers to engage with us

Exceptions to standard timescales

Although we have corporate Derby City Council Customer Service Standards, there are instances where specific processes, statutory timescales or additional standards will apply for particular service areas. For example:

- Freedom of Information requests
- Customer Feedback and Complaints
- MP and Councillor enquires
- Legal action



Dealing with complaints, comments and compliments, we will:

- provide you with information about how to report a complaint, comment or compliment
- record complaints, comments and compliments and use them to review and improve our services
- respond to all complaints within 10 working days (except for social services complaints)
- respond to social services complaints within 20 working days
- treat complaints confidentially, while making sure we are fair to everyone concerned
- inform you how you can take your complaint further if you are not satisfied with our response
- apologise when we are at fault and do our very best to put things right.

What we expect from our customers

- Explain the nature of your enquiry as clearly and briefly as possible
- Provide as much detail as possible in a timely manner
- Explain what outcome you wish to achieve
- Let us know if you no longer require a service, or wish to cancel an appointment we have previously made for you
- Inform us of any change in circumstances like your status, contact numbers and email address
- Tell us if we exceed your expectations or don't deliver a service to your satisfaction
- Treat us with courtesy, with respect and be polite

