



Customer Service Standards

Witney Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality.

Our customers are important to us, and we want to make sure that we provide the highest standards of customer service possible. We want you to know that whatever the service, and whether you contact us by letter, telephone, email or in person, we will deal with your enquiry as quickly and as fairly as possible.

We've adopted these standards as the Town Council is committed to providing all of its customers with an excellent service. We will:

- Treat you politely and respectfully
- Listen to you carefully and be courteous and helpful
- Make sure our staff are trained to give you the help you need
- Use plain language in all communications
- Treat you fairly, equally and in confidence

We are committed to continually improving our customer service standards. Regular feedback from residents will be sought through surveys, complaints, and service reviews, and this feedback will inform future improvements to services and practices.

Telephone

- Wherever possible ensure that your call is answered by a member of staff.
- We aim to answer calls within six rings. If this is not possible, your call will be diverted to voicemail.
- If the person you need to speak to is not available, we will arrange for them to call you back as soon as possible.
- We will respond to telephone messages within two working days, unless otherwise agreed with you.
- We will be clear about who you are speaking to.
- We will take a message or signpost you to the correct agency if we are unable to deal with your call.
- If a question can be answered on the telephone we will do so. If not we will log the call and respond fully within ten working days.

Email

- We will acknowledge all general emails to info@witney-tc.gov.uk within one working day.
- Where it will take longer than one working day to provide a full response, we will aim to provide a full response within ten working days or as agreed with you.

Visitors

- We will see all visitors to the council offices with an appointment, promptly.
- We will see all visitors to the council offices, who do not have an appointment, within 15 minutes
- We will always try to answer your queries on the day you visit, but if this is not possible, we will arrange an appointment for you to discuss it in person, or arrange for someone to telephone you within ten working days.
- We will create an accessible environment that is welcoming, safe and friendly.
- We will provide clear signage.
- We will publish our opening times.
- We will arrange a time and place for you to discuss issues in private, if requested.

Letters

- We will respond to all letters within ten working days
- Where it will take longer than ten working days to provide a full response we will write to tell you when we will be able to provide a full response.

Social Media

The Town Council's social media pages are to provide information on its services to residents along with other relevant information from its partners,

- We will not respond to comments made on Facebook or Twitter unless it relates to a health and safety issue

Generally

- We will always be welcoming and deal with customers politely and professionally in accordance with our promises above.
- We will ensure that services are available to all residents, including those with disabilities or other specific needs. This includes providing clear communication channels, accessible websites, and services that can be easily reached by phone or in person.

- We will ensure that all residents, regardless of their background or circumstances, receive equal treatment and access to services. This includes addressing the needs of vulnerable groups and providing support where needed.
- We will deal openly and honestly with our customers; we will explain why we are taking a particular course of action and what the timescales are likely to be.

And if things go wrong

We will take all complaints seriously, and will respond promptly in accordance with our complaint's procedure,

<https://democracy.witney-tc.gov.uk/ecSDDisplay.aspx?NAME=SD304&ID=304&RPID=932246>

Freedom of Information Act 2000

We will deal with these requests within 20 working days, as required by the Freedom of Information Act.

Data Protection Act

We will deal with these requests within 40 calendar days, as required by the [Data Protection Act](#).

Contact us

If you have any questions about our customer service standards please contact the Deputy Town Clerk or email info@witney-tc.gov.uk

Help us to help you

Customers can help the council to deliver the best possible service by:

- being aware of any relevant service standards
- Providing as much information as possible regarding queries. This may include location markers, pictures, and maps where possible

Our staff are committed to providing the best possible service for customers, and we believe that in return our staff have a right to be treated courteously and with civility & respect.

The council will not tolerate instances of verbal, written or physical harassment or abuse of its staff. The council will record such incidents, may report them to the police or refuse to deal with them in the future.