



Oadby & Wigston

BOROUGH COUNCIL

Customer Service Standards - Data Protection and Compliance

Service Overview

This service area is responsible for upholding the Council's obligations in regards to data protection, freedom of information and overall transparency. We act on written correspondence, usually in the prescribed form of Subject Access Requests, Freedom of Information Requests, Data Protection Act Requests and Environmental Information Requests. The team also manages the administration of complaints and Members Enquiries.

Our Customer's Promise

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

Our Customer Groups

Our main customer groups include: Councillors, Members of Parliament, Residents of the Borough, other Local Authorities, the Police, local land search companies, journalists and anyone seeking specific information relating to the Council and/or Borough of Oadby and Wigston.

Our Partners

We work closely with the Information Commissioner's Office to ensure that the Council remains GDPR compliant and adheres to the statutory rules and timescales for all requests. We also work closely with the Housing and Local Complaints Ombudsman.

Access

FOI, DPA, EIR and Subject Access Requests should be made in writing, either by:

- Post – to Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR.
- Email – to compliance@oadby-wigston.gov.uk.
- Online – via the Contact Us form at www.oadby-wigston.gov.uk.

Complaints

Complaints can be made over the telephone by calling our Customer Service line on 0116 288 8961 (see our website for opening hours) or by email at Customer.service@oadby-wigston.gov.uk.

Customers can also complete our online complaint form via our website at www.oadby-wigston.gov.uk.

Our Standards

When you	We will	Timescale/Target
Submit any type of request	Give you a good customer experience	To achieve 93% customer satisfaction rating
Submit a request under the Freedom of Information Act 2000	Acknowledge your request and either provide the information you have requested or an explanation as to why we cannot	20 working days from the date of receipt Team aim to respond within 15 working days
Submit a request under the Environmental Information Regulations 2004	Provide the information you have requested	20 working days from the date of receipt Team aim to respond within 12 working days
Submit a request under the Data Protection Act 2018	Acknowledge your request and either provide the information you have requested or an explanation as to why we cannot	One calendar month from the date of receipt Team aim to respond within 15 working days
Submit a Subject Access Request	Acknowledge your request and either provide the information you have requested or an explanation as to why we cannot	One calendar month from the date of receipt Team aim to respond within 15 working days
Make a complaint	Acknowledge the complaint	4 working days