**Customer Service Standards - Customer Services**

**Service Overview**The Customer Services Team is the first point of contact for all council enquiries and we put the customer at the forefront of everything we do. We receive our enquiries over the telephone in our call centre, online via our website and via email. We are committed to achieving the highest possible standard of customer service and aim to provide services that are accessible, efficient and reliable. We ensure that our staff are highly trained to resolve as many enquiries as possible at first point of contact. As well as dealing with Customer Enquiries, the Customer Service Team carry out admin duties and process enquiries for other teams in the council.

**Our Customers 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 customer groups include: Residents of the borough, these include home owners, council tenants, private tenants and Businesses , People working in the area and visitors to Oadby & Wigston using council services.

**Our Partners**We work in partnership with both internal and external partners. External partner include, Helping Hands, First Contact and DWP. Our internal partners include all teams across the council.

**Access**Customer can access our service by in the following ways:

**Phone**By calling our Customer Service line on 0116 288 8961 (see our website for opening hours)

**Online**By completing our Contact Us online form via our website, [www.oadby-wigston.gov.uk](http://www.oadby-wigston.gov.uk) access 24/7

**Email**By emailing our Customer Service Team on [Customer.service@oadby-wigston.gov.uk](mailto:Customer.service@oadby-wigston.gov.uk) access 24/7

**Face to Face**If the enquiry is complex a home appointment can be arranged with our Financial Inclusion Officer if necessary.

**Our Standards**

| **When you** | **We will** | **Timescale/Target** |
| --- | --- | --- |
| Contact our Customer Service Team | Make sure we are accessible for all customer needs | Where customer cannot use our normal access channels (phone, email & online) we will accommodate them appropriately based on individual need (for example pre-arranged home visits) |
| Call our Customer Service Line | Answer your call as quickly as possible.  Greet you politely and clearly & tell you who you are speaking with | Answer 85% of all calls into the Contact Centre  Answer calls on average in less than 3 minutes |
| Make contact with us via email or via our contact us form | Respond to you as quickly as possible  We may contact you by telephone or email for further information to speed things up  Our responses will be free from jargon and will use plain English to make it easier to understand. | Aim to respond within 1 working days |
| Customer Satisfaction Survey | We strive to give the best possible service every time and undertake measurements to monitor this. | Aim to achieve an overall customer satisfaction target of 95%. |