

Customers First

what you can expect when you
use council services



We are committed to delivering efficient and effective services to all our customers in a fair and equal way.

'Customers First' is our set of standards for the level of service you can expect from us. The standards also explain what we expect from you and what to do if things go wrong. We will monitor our performance against these standards to check that we are getting it right.

This leaflet gives a summary of our customer service standards and contact details if you would like more information.

Customers First

what you can expect when you use Council services.

We believe in putting our customers first, listening to their needs and continually improving to meet changing demands.

We are committed towards delivering efficient and effective services for the residents, businesses and visitors of the County in a fair and equal way. 'Customers First' is our set of standards for the level of service you can expect from us. It also explains what we expect of you and what to do if things go wrong. We will monitor our performance against these standards to check that we are getting it right.

This leaflet gives a summary of our customer service standards which underpin our commitment to provide an equal service through the medium of Welsh or English.

We want to give the best service we can to everyone who needs our help and welcome your views on how we can make further improvements.

We have included some useful contact details at the back of this booklet to help you get in touch with us.

If you or someone you know would prefer to receive this leaflet in a different format such as large print, on CD or electronically then please telephone 01492 574000 or e-mail information@conwy.gov.uk

The following are questions that people often ask us:

Who are your customers?

A customer is anyone who asks us for information, help or advice or for a particular service, whether they are local residents, businesses or visitors to the area.

What is important to you when serving your customers?

Whenever you have contact with us, we will aim to make sure it is a positive experience and that you receive an excellent standard of service from polite, well informed and committed staff.

We aim to serve all our customers fairly and to the same high standards
We will:

- treat you with respect;
- be fair and helpful;
- Treat you as an individual, supporting you to get the service you need;
- behave professionally;
- keep your business confidential; and
- take responsibility when dealing with you, making sure we do whatever we say we will do.

What do you expect from me in return?

We expect you to treat us with respect. We will not tolerate harassment, threats or assaults on staff. We also expect you to be considerate and polite to other customers. We may refuse to serve you or ask you to leave if we think your behaviour is unacceptable.

What kind of standards can I expect with Customers First?

These are examples of targets we have set ourselves.

- When you visit us: you will be greeted bilingually within 5 minutes of your arrival. Our buildings will be accessible, safe and pleasant to be in. If you need a private space, we will do our best to provide one.
- When you phone us: we aim to answer your call, bilingually and within 30 seconds. If we use voice mail, we will check it regularly. If you ask us to call you back, we aim to do this by the end of the next working day.
- When you write to us: we will aim to reply within 15 working days in the language of your choice. If it is not possible to give you a full answer within this time, we will tell you why and how long it will be before we can give you a full answer.
- When we write to you: we will use clear, plain language, avoiding jargon, in the language and format of your choice. We will tell you clearly if there is anything you need to do and give you suitable contact details.
- If we visit you at home: we will arrive for appointments on time or try to let you know if we are delayed by more than 15 minutes. We will show you an identification card, give our name and treat you and your home with respect.

I have additional needs – will I still get an equal service?

If you have a disability – that affects the way you can access or use our service, we will discuss with you the best way to help you.

If you have a hearing or communication difficulty – we can arrange for a British Sign Language interpreter or other communicator to help you. You can also contact us by telephone using the BT text relay service.

If you do not speak Welsh or English – you can use your own interpreter or if you prefer, we can arrange an interpreter for you.

What if I feel my contact with you does not meet these standards?

If you think something has gone wrong, we want to know so that we can try to put it right. First, it is always best to speak to the person directly involved (for example, ask to speak to the supervisor or duty manager). In most cases, we can deal with the matter easily in this way and no further action will be needed.

If we cannot deal with the matter at this stage, ask about our easy to use complaints procedure. Please see contact details at the end of this leaflet.

How can I make sure you will take account of my views?

We will regularly ask people what they think of our services, including those provided by organisations working on our behalf. We often provide comments cards or books for you to say what you think of our services. You can also comment through your county councillor and on our website at www.conwy.gov.uk/comments.

We will use what you tell us to help us improve our services: if we are not able to make the changes you have suggested then we will tell you why.

How can I find out more about the services the Council provides?

We publish a full range of information leaflets and booklets about us and the services we provide, including:

- Customers First – Our Charter for Service Standards;
- Compliments and Complaints – How to contact Conwy.

These leaflets and other information are available from our main reception areas and at all local libraries (visit www.conwy.gov.uk/libraries).

Our Council website - www.conwy.gov.uk and our digital TV channel also have lots of information, including some self-service forms and details about who to contact for further assistance. The website also has downloadable copies of some of our leaflets. You can access the internet free of charge at any of our libraries.

You can also go to www.conwy.gov.uk/customerfirst for more information about customer care in Conwy.

Contacting Conwy County Borough Council is easy.

E-mail and Internet:

All our services can be contacted by email. Our Council A – Z has details or you can contact us or report things directly using one of our on-line forms.

www.conwy.gov.uk/a-z	An alphabetical list containing contact details for our services
www.conwy.gov.uk/contactus	Send us a question, a comment, a compliment or a complaint
www.conwy.gov.uk/tellus	Tell us about a problem
www.conwy.gov.uk/shortcuts	Popular shortcuts to our service's web pages

Telephone:

For general enquiries, call our main switchboard on 01492 574000. If you have a hearing difficulty and wish to use the free, BT text relay service then just add 18001 in front of any of our telephone numbers.

The office hours are 8.45am to 5.15pm Monday to Thursday, and 8.45am to 4.45pm on Fridays.

Out-of-hours emergency contact numbers:

- Emergency road maintenance: 01248 680033
- Other emergencies or Careline: 01492 515777

For the telephone numbers of our main services, please see our advert in the Phone Book or refer to the pull-out A – Z section in your Council Tax information booklet.



Write to:-

Conwy County Borough Council
Bodlondeb,
Bangor Road
Conwy, LL32 8DU

I want to make a complaint

If you are unhappy with the service you have received from any of our services and you wish to complain, you can make your complaint to any member of staff or directly to our Corporate Information & Complaints Service.

Write to the Corporate Complaints Monitoring Officer at the address above.

Telephone: 01492 576070

E-mail: cssc@conwy.gov.uk for Social Services complaints or

E-mail: complaints@conwy.gov.uk for all other complaints.

