



Our Customer Care Commitments



Reading
Borough Council
Working better with you

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Our Customer Service Standards

At Reading Borough Council, you are important to us and we want to provide you with the best service we can. Our Customer Service Standards set out clearly our approach and commitment to Customer Service.

Our standards are available at each of the Council's receptions and on the website.

Your commitment to us *We ask you to:*

- Treat our staff with dignity and respect. We will not tolerate violence or unreasonable behaviour directed at our staff
- Tell us if you require assistance to access our services
- Tell us about your change in circumstances
- Let us know what you think of our services

When you visit our reception areas *we will:*

- Welcome you and be professional at all times
- Wear an identity badge and dress appropriately
- Publish and display our opening hours – and make sure that services are available at those times (other than in an emergency)
- Aim to see you within 15 minutes of arrival at a reception
- Offer a private interview upon request
- Ensure that our reception and waiting areas are clean, comfortable, tidy and safe
- Make available to you up to date customer information, leaflets and publicity



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When you contact us online, we aim to:

- Actively monitor messages sent to the Council on Facebook, Twitter, YouTube and sent via the Council's website www.reading.gov.uk
- Aim to acknowledge messages sent on Facebook, Twitter, YouTube and website by the next working day of the message being sent
- Reply to all service requests via Facebook, Twitter, YouTube and website in 10 working days
- Respond to complaints and requests that require investigation in 5 working days
- And finally, we will continue to discover further interactive ways to engage and communicate with customers using social media channels

When you email us, we aim to:

- Contact you within 10 working days with a full response OR provide you with a progress report, how long it is likely to take to complete and the name and contact details of the person dealing with it
- Aim to provide a full response within 10 working days. If that is not possible, we will explain why and tell you when we expect to be able to do so
- Include the name of the officer or service area dealing with your enquiry in all responses
- Use plain English and always give you the name and full contact details of the person sending the email

- If you email a publicised email address, then you will receive an acknowledgement within 24 hours

When you phone us, we aim to:

- Aim to answer your call within sixty seconds
- Greet you politely, giving our name and the name of the service /section you are calling
- Ensure that calls are not transferred more than once
- Aim to have your service request or complaint satisfactorily resolved by the first person you contact
- Arrange to call you back within one working day if we can't answer you there and then - and we will call you back
- Aim to respond to messages left within one working day

When we visit you, we aim to:

- Introduce ourselves, providing our name, and service department and identification and we will confirm the reason for our visit
- Arrive on time for meetings and appointments
- Notify you in good time of any changes to a planned visit
- We will identify ourselves to you as council employees with a photo identification
- We will let you know at the end of the visit what happens next and keep you informed of progress.

If you want to make a comment, compliment or complaint, we aim to:

- We would like to know when we get it right. We welcome suggestions you may have on how we can improve our services
- If you are dissatisfied with our service we will investigate your complaint thoroughly and fairly
- Respond to your complaint as quickly as possible, usually within 5 working days telling you who is investigating your complaint
- We aim to answer your complaint within 20 working days
- On conclusion of an investigation we will inform you what you can do next, if you remain dissatisfied
- If we have got things wrong, then we will apologise, and try to put things right
- Look carefully at the issue you have raised and look for ways to improve our services

To protect your confidentiality, we aim to:

- Ensure all staff are appropriately trained
- Handle all information you provide to us sensitively and with appropriate confidentiality
- Manage all customer information in accordance with the Data Protection Act and the Council's Information Security and Data Management Policies
- Ensure that customers and/or their business will not be discussed with any unauthorised person
- Ask you to provide only relevant information and explain why it is required



Visit us online
www.reading.gov.uk
or call 0118 937 3787

