



Our customer contact offer and standards

We want to be easy to contact, helpful, responsive and efficient. Our customer contact offer and standard shows how we'll handle your enquiries and help you to understand the level of service to expect from us.

We will....



have a range of ways you can get [in touch](#), being available Monday to Friday (8.30am to 5pm Monday to Thursday, and to 4.30pm on a Friday) or out of hours in an emergency.



be happy to meet you face to face either in your home, in your community, or in our offices.



aim to answer telephone calls within 2 minutes and respond to your enquiry there and then. If we're not able to answer your query there and then, we'll call you back by the end of the next working day with a response.



reply to your digital contacts (i.e. emails, texts, website forms, social media posts and your online account messages) by the end of the next working day.



reply to your letters by acknowledging these by the end of the next working day and providing a full reply within 10 working days.



be polite and professional when dealing with your enquiries, respecting your confidentiality at all times.

We know we've been successful in delivering our offer and standards to you when....



you are rating your experience of contacting us as 8 and above out of 10.



you are rating your ease of contact as 8 and above out of 10.



you are rating our professionalism as 8 and above out of 10.