

Our behaviour

We will be polite and courteous at all times.

We will use plain language avoiding jargon or words that are not in everyday use.

We will listen carefully to what you have to say.

We will respect your right to privacy, confidentiality and safety.

We will try to understand and see the situation from your point of view.

We won't make statements that can't be kept or carried out.

Helping us to help you

Please let us know when we have done something well.

Treat us with courtesy and politeness as we are here to help you.

Make suggestions if you think there are ways we could improve our services.

 **01934 426 826**

Freedom of Information Act requests

Requests under the Freedom of Information Act will be responded to within 20 working days.

All requests should be made in writing with a return name and address.

Please address any requests to:
Peter Rooney
Foi, The Town Hall
Weston-super-Mare BS23 1UJ

or e-mail: foi@n-somerset.gov.uk

Large print

If you would like an audio or large print copy of this leaflet please contact us on 01934 426 826.

Other languages

Help is available for people who require council information in languages other than English.

Please contact 01934 426 826 for more details.

What you can expect from us...



What you can expect from us...

As a council we are committed to putting your needs first, by making sure that we:

- provide a high-quality service
- aim to get things right first time
- make it easy for you to access our services
- work together to improve the service we offer
- encourage you to give us feedback and let us know how we can improve things
- keep our promises
- make sure all our staff have the skills and support they need to provide good customer service

Equality

We are committed to providing a good quality service in a fair and equal way to all our customers whatever their race, sexuality, religion, marital status, age, gender or disability.

Letters and e-mails

If you contact us by letter or e-mail we will try to reply to you in full within 10 working days of receipt.

If we can't give you a full reply within 10 working days, we will send an acknowledgement stating the timescale for reply, explaining who is dealing with the matter and giving you details of how to contact them.

Our letters and e-mails will be written in plain English.

We will provide you with a contact name and number on all correspondence.

Telephone

We will try to answer the telephone within 15 seconds (or six rings).

We will tell you who you are talking to and what department we work in.

We will take ownership of any calls that we answer. If you have called the wrong department we will take your details and pass them on to the right person who can help you.

We will return your telephone call as soon as we are able. We will always try and acknowledge telephone calls within one working day.

We are here to provide a service and will be as polite and helpful as we can.

Visits to council offices

We will make sure that signs are easy to follow and that you can find us.

Our opening times will be clearly displayed and we will stick to them.

We will try our best to see you face-to-face.

Wherever possible, we will offer you somewhere private to talk.

If we can't meet you in reception, we will make an appointment with you.

If you have an appointment we will try and see you within 10 minutes of your arrival.

Home or site visits

We will always try and make an appointment to come and see you at your home. We will only ever arrive unannounced if there is a very good reason.

Wherever possible, appointments will be made in writing. This will include our contact details in case you need to get in touch.

We will let you know if we are running late or can't make the appointment.

We will always show you an ID badge before entering your property.

We don't mind waiting if you want to telephone the council to verify who we are.