

Community Facilities Service Our Customer Service Standards

- Treat all customers with respect, courtesy, fairness and with good manners
- Ensure that a helpful friendly staff member gives their name when they greet you.
- Deal efficiently with telephone calls. Due to staffing structures and staff activities within community centres we will answer 50% of all telephone calls within 3 rings. When staff are unable to answer the telephone, your call will be diverted to an answer phone. All phone messages will be returned within 1 working day and our standard for this is 80%.
- Deal with your enquiry within three working days although we will try to respond within 1 working day 80% of the time.
- Give clear and accurate information in an impartial way.
- Consult and listen to you about the quality of our service to ensure that we meet your needs as we strive for continuous improvement.
- We aim to achieve a level of Good or Very good in customer satisfaction in our regular customer surveys.
- Respond to any complaints, or suggestions within five working days and our standard for this is 95%