

Customer Care Policy & Charter



1 Introduction

1.1 We put the community first in everything we do. We aim to provide easy access to services and information whilst delivering excellent customer service.

1.2 You can contact us in any of the following ways.

- Visit www.fenland.gov.uk;
- Via e-mail to info@fenland.gov.uk;
- Visit our Customer Services Centres and Community Hubs in each of the market towns by prior appointment only;
- Go to the business reception point at Fenland Hall by prior appointment only;
- Phone the contact centre on 01354 654321;
- Via Web Chat during opening hours;
- Send an e-mail to 3cs@fenland.gov.uk.

Our opening hours, together with service standards, are shown in our customer charter in appendix 1.

2 Customer-care promises

2.1 We follow the principles set out below to help us provide an excellent customer service.

We will:

- put the community first;
- promote a good-quality customer service;
- be trained in delivering excellent services;
- make sure all our customers have equal and fair access to services;
- provide effective and efficient customer-focused processes;
- listen and respond appropriately to customers;
- measure satisfaction levels and act on the feedback we receive; and
- protect staff from inappropriate behaviour by the public.

2.2 We will try to achieve and maintain appropriate standards and awards for providing services and customer care. This includes the Customer Service Excellence Standard.

3 Customer care

- 3.1 All staff will identify 'themselves' and 'the council' when talking to customers.

If you visit our Customer Services Centres, hubs or offices, all staff will wear their corporate identification badge, and these will be clearly visible. If we visit you in your home or visit local businesses, we will always show our identity cards.

- 3.2 All staff will be trained in relevant customer service issues. We will identify what training staff need through our appraisal process and by regularly assessing their needs. Our staff development plan will include appropriate courses or learning activities.
- 3.3 New members of staff will take part in a corporate and service induction programme. They will also be regularly assessed for their ability to deliver excellent customer service.
- 3.4 All staff will make sure that they deal with customers fairly and equally, and will follow our equality policies and procedures.

4 Customer feedback

- 4.1 We encourage customers to give feedback through our correspondence, compliments and complaints procedure (the 3Cs). We will deal with all the feedback we receive in line with corporate policies. All feedback will be monitored, analysed and discussed at management and staff meetings. We will record and report on all the reasons we have learned and action we have taken.
- 4.2 We expect all staff to deal with complaints. Staff should sort out issues themselves whenever they can, without having to formally record them on the feedback system. However, it is good practice to report all incidents to a senior member of staff. If the member of staff cannot sort out the matter, they should refer it to the 3Cs team.

- 4.3 We will consult with customers, staff and stakeholders (organisations we work with) to find out how we can improve and develop customer care. Methods will include:
- customer satisfaction surveys;
 - keeping records of how we have worked with customers and what we have found out;
 - staff and stakeholder meetings;
 - staff surveys;
 - focus groups and workshops; and
 - internal and external assessment and inspection.
- 4.4 We will also work with other local authorities and any other appropriate service providers to share best practice and improve customer service.

5 Technology to deliver improved customer service

- 5.1 We will use and develop technology to improve customer service. We will monitor our information technology strategy regularly and we will use web-based technology to make electronic appointments, applications, payments and enquiries.
- 5.2 We will provide our customers with a range of service information and links to partner organisations.

6 Future achievements

- 6.1 We continually review and aim to improve our services. We aim to:
- improve on-line access;
 - maintain high levels of customer satisfaction levels;
 - maintain our high standard of CSE (Customer Service Excellence Accreditation).

Our Charter

- Our Customer Services Centres and Community Hubs:-

Location	Address	Opening Times
Chatteris Community Hub	Furrowfields, Chatteris, PE16 6DY (same location as Chatteris library)	By prior appointment only <ul style="list-style-type: none"> • Monday - 10am to 5pm • Tuesday - 2pm to 5pm • Wednesday - 10am to 5pm <ul style="list-style-type: none"> • Thursday - Closed • Friday - 10am to 5pm • Saturday - Closed
March Customer Services Centre	Fenland Hall, County Road, March, PE15 8NQ	By prior appointment only <ul style="list-style-type: none"> • Monday - Friday 9am to 4pm
Whittlesey Community Hub	31-35 Market Street, Whittlesey, Peterborough, PE7 1BA (Same location as Whittlesey library)	By prior appointment only <ul style="list-style-type: none"> • Monday - 9am to 5pm • Tuesday - 9am to 1pm • Wednesday - 9am to 12noon <ul style="list-style-type: none"> • Thursday - Closed • Friday - 9am to 5pm • Saturday - Closed
Wisbech Customer Services Centre	Harbour Square, Boathouse Business Centre, Wisbech, PE13 3BH	By prior appointment only <ul style="list-style-type: none"> • Monday - Friday 9am to 4pm
Telephone Contact Centre		<ul style="list-style-type: none"> • Monday - Friday 9am to 4pm • Saturday - 9am to 12noon

- Our website will be available 24 hours a day for you to get information, make applications and make payments.
 - We will wear our corporate identity badge and give you our first name, so you know who you are speaking to when you either meet, visit or phone us.
 - We will make sure everyone is treated equally.
 - We will be friendly and helpful, and treat you with respect.
 - We will provide a private room if you want to discuss sensitive or confidential business.
 - We aim to deal with all customer contact promptly via any available access, including face to face, contact centre and online services via our website.
 - We will use your feedback to help develop and improve our services.
 - We will use plain language in all our communications.
 - We will tell you how we use your data.



Fenland District Council

Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ

Phone: 01354 654321 • E-mail: info@fenland.gov.uk • Website: www.fenland.gov.uk

Documents prepared by Fenland District Council are available in large print, Moon, Braille, on audio cassette and electronic format upon request. We can also arrange to have documents translated into community languages. For more information call 01354 622451 or email info@fenland.gov.uk