

## **Customer Charter**

**A prosperous place. Inspired by our people. Driven by ambition.**

### **Council staff will:**

- Be approachable and helpful, respectful and professional.
- Listen carefully in order to understand your needs.
- Respond quickly and efficiently to requests for Council services (see Staff Charter for timescales).
- Give you straightforward information about our services and facilities.
- Ensure our services and facilities are accessible for everybody.
- Treat everyone equally and fairly.
- Be open and accountable.
- Respect your confidentiality.
- Consult customers about our services and welcome feedback.

### **We will:**

- Make reasonable adjustments to ensure access to services for all.
- Make information available on request in accessible formats e.g. large print.
- Have an interpretation service available and/or other support if required (this may require an appointment).
- Ensure the website is in large text and speech output displays for people with impaired sight.
- Ensure any Council officer who has to visit your home, will show an official identity card without being asked. (If you have any doubt about the authority of a particular officer, check by phoning the Council.)
- Try to resolve problems as soon as possible and encourage customers to raise concerns. If your complaint cannot be resolved informally, we have a formal complaints procedure
- Monitor our customer service against the standards we have set in our Customer Charter in order to improve our service delivered to you our customer.
- Aim to answer 70% of all queries at first contact or we will connect you as quickly as possible to the person you need to speak to.

### **Our Staff:**

- Should be treated with respect.
- Will not accept any form of abuse or discriminatory behaviour.

## **Staff Charter**

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### **Staff will:**

- Wear name badges, where applicable.
- Acknowledge customers on arrival and aim to see them within 5 minutes.
- State the Council's name when answering switchboard and/or when answering the telephones will state their name and section.
- Answer all telephone calls within 20 seconds.
- Where possible when someone is not available, take a message, offer voicemail facility or arrange for someone to ring you back.
- Respond to voicemails within one working day of receipt.
- Acknowledge receipt of written enquiries within 3 working days and respond within 10 working days.
- Acknowledge receipt of formal complaints within 3 working days and respond within 10 working days. (See Complaints Procedure.)
- Provide the customer with updates on their complaint every 15 days, when required.
- Provide contact details (job role, email and phone number) should the customer need to contact them again.
- Will communicate in plain English free of unexplained technical language.
- Direct customers to the correct service provider, when the customer is asking about a service outside the Council. (See 'Services Which The Council Is Not Responsible For'.)
- Receive customer care training.

### **Visiting our facilities:**

- We seek to provide easy access for all visitors to our facilities
- Our facilities will be clean, welcoming and provide information about the council's services
- If your appointment is delayed by more than 5 minutes, we will give you an explanation.

## **Contact Us**

### **Speak to us by telephone**

The main offices are open from 8.30am to 5pm Monday to Friday.  
Please ring Tel: 028 9034 0000 or Tel: 028 9446 3113

### **Speak to us in person**

The main offices are open from 8.30am to 5pm Monday to Friday.

### **Write to us**

Antrim & Newtownabbey Borough Council  
Mossley Mill  
Newtownabbey  
BT36 5QA

### **Email Us**

Send your comments to [info@antrimandnewtownabbey.gov.uk](mailto:info@antrimandnewtownabbey.gov.uk)

### **Contact us online**

Send us your comments using the customer portal / complaint form at  
[www.antrimandnewtownabbey.gov.uk](http://www.antrimandnewtownabbey.gov.uk)

### **Text**

60777

### **Text phone via Text Relay**

18001 028 9034 0000