



### When we visit you we will:

- contact you to arrange a mutually convenient time for us to visit
- be on time
- show identification
- leave our contact details if you are out when we visit, letting you know who called, and how to contact us to rearrange the visit

### When you contact the council by letter, email or the internet, we will:

- respond as soon as possible
- if a reply is going to take longer than 10 working days, we will let you know and keep you up to date with progress
- make sure our responses are clear, accurate, easy to understand and without jargon
- provide you with contact details of the person dealing with your enquiry



### When you submit a complaint, compliment or suggestion we will:

- respond as soon as possible
- if a reply is going to take longer than 10 working days, we will let you know and keep you up to date with progress
- if you are not satisfied with our response, process your appeal within 20 working days
- actively seek your ideas and feedback, and act upon them in order to improve our services

Please note that a different complaints procedure applies for Children and Adults Social Care.

### To protect your confidentiality we will:

- ensure that all our staff are appropriately trained
- handle all information you provide to us sensitively and confidentially
- manage all your information in accordance with the Data Protection Act
- make sure that your information will not be discussed with any unauthorised person
- ask you to provide only relevant information and explain why we need it

Please ask us if you would like this document summarised in another language or format.

العربية (Arabic)	(中文 (繁體字)) (Chinese)	اردو (Urdu)
polски (Polish)	ਪੰਜਾਬੀ (Punjabi)	Español (Spanish)
বাংলা (Bengali)	हिन्दी (Hindi)	Deutsch (German)
Français (French)	Türkçe (Turkish)	Melayu (Malay)

help@durham.gov.uk  
03000 260 000



www.durham.gov.uk

# Service Standards

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# Service Standards

We are committed to delivering excellent services to all our customers. This document sets out the standards that you can expect when accessing the services delivered by us. They have been chosen in consultation with customers and staff, to reflect what is important to them.

We will monitor our performance against these standards every year, and review them to make sure that they continue to reflect what you want.

We aim to provide services that you can access in a way that is convenient to you, including:

- in person
- by telephone
- in writing
- email or via our website
- visiting you at home when necessary



## Our promise to you:

We will:

- treat you with dignity and respect
- respond to your enquiries promptly and efficiently
- be helpful and responsive to your needs
- communicate clearly and without using jargon
- ensure our services are accessible and easy to use
- be polite and professional at all times
- apologise to you when we get things wrong and tell you when we will put them right
- involve you when planning the delivery of our services and feedback the changes we have made
- answer your query or find out the information you have requested as quickly and efficiently as possible
- make sure everyone can access our services equally

## When you visit us at one of our main Customer Access Points we will:

- greet you at a reception point as soon as possible
- see you on time if you have an appointment
- see you within 15 minutes if you require a personal interview and do not have a pre-arranged appointment; or
- contact the appropriate service on your behalf if we are unable to deal with your enquiry
- provide access to private interview rooms if you prefer
- ensure that our waiting areas are accessible, clean, comfortable, tidy and safe
- display opening times and details of ways you can contact us



## When you phone us we will:

- wherever possible seek to answer your call within one minute
- respond politely and tell you the name of the person you are speaking to and the service that you are calling
- aim to have your service request or complaint satisfactorily resolved by the first person you contact
- arrange to call you back within one working day if we can't answer you there and then – and we **will** call you back

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