

Caring for You...Customer Care Policy

Maidstone Borough Council

This leaflet tells you what you can expect from the council and how we will treat you as a customer.

Our vision for customer care

Customer care is important to everyone at Maidstone Borough Council and we are committed to providing excellent services to you.

To make sure we are getting it right we will regularly ask you for your opinion about our services.

Our staff are committed to delivering excellent customer care and we will make sure all staff have access to the appropriate training.

You have told us it is important to:

- answer enquiries at a single point of contact and make sure that you speak to the right person, first time.
- provide help at a wide range of access points, in a variety of ways, and at times that suit you.

We are working hard to achieve this.

Quality

We will provide a quality service to you all and publish charters for customer care and complaints to ensure that you are treated consistency across the council.

We will monitor and publish how we are doing and how we will improve the areas that need to be improved.

Our staff will treat all your personal information confidentially in accordance with the Data Protection Act.

Access

We will do our best to make sure that you speak to the right person, first time.

All our services will be available from our main reception at the Gateway, in King Street, Maidstone, on our web site - www.digitalmaidstone.co.uk and in a wide variety of formats that suit you.

We will work with other service providers through the Gateway, so that you can be put in touch with the right person as easily and as smoothly as possible.

Opening hours

Our Gateway reception, King Street, Maidstone is open:

- 8.30am to 5:30 pm, Mondays, Tuesdays, Wednesdays and Fridays
- 8.30am to 7:00 pm on Thursdays
- 9.00am to 1.00pm on Saturdays

Our Telephone Contact Centre is open:

- 8.30am to 5pm, Mondays to Thursdays
- 8.30am to 4.30pm on Fridays

Meeting the needs of every customer

We are committed to equal opportunities. If you need them we will provide you with:

- support and translation services;
- clear signage to direct you to where you want to go;
- buildings which are accessible and welcoming;
- disabled access wherever practicable;
- private areas for you to discuss personal or sensitive matters; and
- trained staff who are aware and understand your needs.

Our promises – We will...

- Respond to letters within 10 working days. If a full response is likely to take longer, we will write to say when we will send a full reply.
- Answer eighty per cent of telephone calls at the first point of contact.
- Respond to e-mails within two working days. If a full response is likely to take longer, we will write to say when we will send a full reply.
- Answer 90 per cent of telephone calls within 15 seconds (six rings).
- Respond to 70 per cent of personal callers within twenty minutes.

Making sure it happens - We will...

- Track, monitor and evaluate our performance to make sure that we keep our promises and make improvements when needed.
- Listen to comments and learn from your feedback to improve our services.
- Tell you what has been done, by whom and by when.
- Whenever possible, make sure you can access our services from our website.
- Use computer systems, such as document imaging, to speed up and improve services.
- Make sure that everyone knows what they need to do to deliver good customer care.

Recording your information

To help us deliver a high quality service most service enquiries will be recorded to ensure that you are treated in a fair and constant way across all council services.

Equality and diversity

We want our services to be accessible and helpful to you regardless of age, disability, gender, race, national origin, sexual orientation or any other reason that may cause a disadvantage.