



CUSTOMER CHARTER

Putting Our Customer At The Heart Of Everything We Do

The Council is committed to improving the quality of life for all the people in the Borough by making the Borough an attractive, outward looking place where people enjoy an enriched quality of life and increasingly want to live, work, visit and invest.

Antrim Borough Council aims to put customers first, deliver outstanding services and provide easy access to services and information. To support this goal, the Council, has launched its customer service standards, which place YOU, the customer, at the centre of our service delivery. This Charter describes our commitment to you and the standards that you can expect from us.

Our Promise To You

- To always put our customers first
- To provide services that our community needs
- To make sure our services are provided by staff who are trained and well informed
- To endeavour to answer 70% of all queries at the first point of contact
- To provide easy-to-understand information about our services
- To provide services that are increasingly accessible to all sections of our community
- To consult about changes to our services
- To keep you informed about our progress
- To be just and fair
- To refuse to accept any form of abuse or discriminatory behaviour against our customers or our staff.

Our Staff

When talking to our staff they will:

- Be polite, helpful and treat you with respect
- Identify themselves
- Listen carefully in order to understand and respond to your needs
- Give you an explanation of their actions

When You Telephone Us

- We aim to answer your call or facilitate you to leave a voicemail message within 20 seconds
- Front of House staff including the Customer Service Team and Reception staff will deal with 70% of your queries at the first point of contact. The remaining 30% will be directed to someone who can deal with your enquiry.
- The person dealing with your enquiry will give their name
- If the person you need to speak to is not available we will try to help, take a message, offer voicemail facility or arrange for someone to ring you back.
- Where voice mail messages are left and received by a member of staff you can expect to receive a response to that message within one working day

When You Write To Us (Or Email)

- We aim to acknowledge receipt within 3 working days
- We aim to reply fully within 10 working days
- Where it is not possible to reply within 10 working days we will give you an explanation
- Our reply will identify the member of staff who is dealing with your enquiry.

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.
- Our front of house staff will wear name badges. They will welcome you and endeavour to see you promptly.
- We will make sure you see someone appropriate to deal with your enquiry, arrange an appointment or contact you as necessary.
- We will endeavour to provide an interpreter or other support if needed, which may require an appointment.
- If your appointment is delayed by more than 5 minutes, we will give you an explanation.
- If you cannot visit one of our offices, wherever possible, we will offer other reasonable arrangements for you.

Listening To Your Views

- We are interested in your views about our services, good or bad. We are keen to resolve any problems as soon as possible and encourage customers to raise concerns at an early stage. If your complaint cannot be resolved informally, we have a formal Complaints Procedure.
- We will measure our customer service against the standards we have set in our Customer Charter, by carrying out customer service satisfaction surveys, at least once a year.
- We will publish the results of your feedback and it will be used to improve our service.

How To Contact Us

In Writing: Antrim Borough Council
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Antrim
BT41 2UB

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