

CITY OF
WOLVERHAMPTON
C O U N C I L

Every contact counts

Delivering excellent customer service

Welcome!

As your council, we want to give you the highest standards of customer service whether you:

- contact us by telephone
- visit us in person
- visit our website
- send us a letter or email
- communicate with us through social media
- invite us into your home
- make a complaint, comment or compliment.

We take our responsibility to provide good customer service personally. We invest in our staff and we set ourselves high standards.

Though these standards may be high, we've also tried to make them simple, user friendly and measurable. This booklet will explain what they are and also set out what you as a service user or customer can expect from us.

Our ambition is to get things right first time, every time. We're human beings, however and we realise that sometimes we might not get all the way there. That's why your views are so important to us. Your feedback is the single most important thing in helping us improve our services.

Please feel free to get in touch with your comments and suggestions – you'll find our contact details on the last page of this document.

Our commitment to you

We will always...

- Treat you fairly, with respect and consideration.
- Be courteous, helpful, open and honest.
- Listen to you and respond positively to what you're telling us.
- Deliver high quality, value for money services organised around your needs.
- Give you information, advice and services in the way you want to receive them.
- Use clear, understandable English.
- Try wherever we can to communicate with you in the method you prefer.
- Ask for your feedback and use it to help improve our services.
- Respect your confidentiality.
- Let you know how quickly we can take action to answer your enquiry or resolve your complaint.
- Let you know if we are unable to assist you and if that is the case , provide advice on how you might obtain assistance.
- Tell you who's dealing with your enquiry or direct you to the best person to help.
- **Keep our promises by doing what we say we are going to do.**

If you telephone us we will...

- Aim to answer calls within 90 seconds at our Customer Services Centre.
- Tell you the name of the service area and the person you're speaking to.
- Give you contact details of someone who can help you with any future enquiries.
- Try to deal with your enquiry then and there. If we can't for any reason, we'll tell you when you can expect a response.
- Offer to take your details and arrange for someone to call you back if we can't put you through to the right person.
- Respond to your telephone messages within two working days, wherever possible – if it's going to take longer, we'll let you know.
- Avoid using answerphones whenever we can – but if you have to leave a message, we'll respond within two working days.
- Comply with the Data Protection Act (1998), making sure that proper steps are taken to protect your personal and sensitive information.
- Support you to carry out your transaction or source information electronically to save you time and money in the future.

If you visit our website we will...

- Make sure it is easy to use.
- Provide feedback forms for you to ask questions or leave comments.
- Make paper forms available electronically or as PDF documents.
- Make sure that information on the site is both accurate and easy to find.
- Display opening times and the times that council services are available clearly and simply.

If you email or write to us we will...

- Give an initial or holding response to your e-mail or letter within five working days.
- Let you know if your email or letter has to be sent to a specialist department or another person to deal with. If this happens, you should expect to hear from us within ten working days of the date we get your letter or email original date of receipt. If we need more time to give you a proper answer, we'll tell you as soon as we can.
- Keep our correspondence simple and easy to understand.
- Provide you with contact details and a reference number if you need to get in touch.
- Direct you to the council's website if we think there's information there that can help you.

If you visit us in person we will...

- Make sure that you can find our reception areas.
- Be welcoming, attentive, helpful and courteous.
- Let you know how long it will be before someone can see you.
- Aim to deal with your enquiry within 20 minutes.
- Get in touch with the appropriate service for you if we're unable to deal with your enquiry directly.
- Create a clean, safe, comfortable and easily-accessible environment for you, advance notice of any particular access requirements that you have will help us to achieve this.
- Provide you with a confidential meeting area if you need it.
- Try wherever we can to communicate with you in the method you prefer.
- Make sure that all our employees wear identification and receptionists wear name badges, so you know who you're talking to.
- Provide signing and language interpretation – as long as you let us know in advance that you need it.
- Support you to carry out your transaction or source information electronically to save you time and money in the future

If we visit you we will...

- Offer you a choice of appointment times when we can.
- Carry identification and show it to you straight away.
- Explain who we are and the purpose of the visit.
- Be on time – and let you know as soon as possible if we are going to be late or miss an appointment.
- Advise you who to telephone if you want to confirm the identity of the person visiting you.
- Let you know what will happen next as a result of our visit.
- Do our best to arrange home visits and interviews around the need to respect a day of worship if you let us know in advance

If you contact us on social media such as Facebook and Twitter, we will...

- Endeavour to join the conversation where possible. However, we may not be able to reply individually to all the messages we receive
- Read all direct messages and replies to posts and ensure that any emerging themes or helpful suggestions are passed to the relevant people at City of Wolverhampton Council
- If we need further information from you about any issue, we'll either ask for this through direct messaging or give you a telephone number or email address to provide this
- Work to the principles set out in the council's social media policy which you can find here:
[Social Media Policy](#)

Customer feedback

We welcome and learn from all of the feedback we receive, complaints compliments and comments. If you make a complaint we will:

- Acknowledge it within four working days.
- Try to resolve your complaint as soon as possible.
- Help you by taking your complaint details over the telephone if you prefer not to write or email your complaint to us.
- Tell you if we need to deal with the issue using specific procedures, which may take longer.
- Provide a full and final written response within 21 calendar days, or a timescale which we have agreed with you.
- Learn from your suggestions, compliments and complaints, using them to improve and develop our services.
- Provide you with details of the complaints procedure, so that you know what to do if you are not happy with your response. You can find out more about the council's Customer Feedback Process here: [Customer Feedback](#)

Protecting your data and answering Freedom of Information requests

We will:

- Make sure that all council employees have had appropriate training.
- Sensitively and confidentially handle all information that you give to us..
- Make sure your information is not discussed with, or disclosed to, any unauthorised person.
- Ask you only for information that is relevant.
- Respond within 40 calendar days to requests for access to your personal information, in line with the Data Protection Act 1998.
- Respond within 20 working days to requests for information under the Freedom of Information Act 2000.

Equality and Diversity

- The council complies with the aims of the Public Sector Equality Duty in providing inclusive and accessible services. We'll make reasonable adjustments to address your individual needs. Advance notice of any particular access requirements that you have will help us to achieve this.

What we ask of you

We'll do our best at all times to meet the service standards that we've set out in this booklet. However, there are some small things you can do to help us provide the level of service we all want. Please...

- Give us feedback and tell us where we can make improvements to our services.
- Treat our employees with respect.
- Be considerate and polite to other customers.
- Let us have all the information we need to help you.
- Let us know if you have special needs.
- Ask us to explain anything that you are not sure about.

Get in touch with us

If you'd like to know more about our commitment to customer service, please contact us through one of the following methods:

- Customer Services online forms: [Customer Feedback](#)
- E-mail: customer.services@wolverhampton.gov.uk.
- General enquiries for service requests: 01902 551155.
- Minicom: 01902 555554.
- Fax: 01902 551195.
- Emergency out of hours: 01902 552999.
- Post: City of Wolverhampton Council, Civic Centre, St. Peter's Square, Wolverhampton. WV1 1SH.

You can get this information in large print, Braille, audio or in another language by calling 01902 551155.