



Ribble Valley Borough Council is committed to customer service. Our service standards cover quality in service provision relating to customer contact.

Core Values

The Council has core values that set out how we will work:

- Lead the Community
- Strive to achieve excellence
- Ensure that access to services is available to all
- Treat everyone equally
- Respect all individuals and their views, and
- Appreciate and invest in our staff.

General Standards

- Staff will show courtesy, respect and sensitivity at all times
- We will answer questions as fully and helpfully as possible
- We will solve as many queries as possible at the first point of contact
- If a member of staff is unable to provide a full and accurate response they, or a colleague, will call back or write with the appropriate information at the earliest opportunity

INFORMATION - we will



- Process Freedom of Information Act requests for information within 20 working days
- Provide clear and understandable information and avoid using jargon and technical terms
- Respond to requests for leaflets, publications, and application forms the next working day

TELEPHONE - if you call we will



- Aim to answer all telephone calls to our Contact Centre within 20 seconds; all other telephone calls within 10 seconds in a polite, welcoming and friendly manner
- Tell you whom you are speaking to
- Use Voicemail (if available) when not in the office. The message will outline the date/time of our return and confirmation that a return call will be made as soon as possible
- Take a message if the person you are calling is not available
- Tell you the name of the person you will be speaking to if we have to transfer you

CORRESPONDENCE - if you write, email or text we will



- Reply to, or acknowledge, all written correspondence (letters and emails) within 5 working days of receipt
- Send an 'out of office' automated email response detailing who to contact during absences from the office. The message will also state the expected date and time of return to the office
- Sign all letters and provide a contact name and number

FACE TO FACE - if you visit us or we visit you we will



- Clearly publicise all Council building opening times
- Ensure all signs are prominent, clear and visible
- Ensure that all personal callers will not have to wait more than 5 minutes to be seen
- Ensure all our employees, and any contractors working for us, wear a badge so you can easily identify them
- Make available a private room or discreet area where necessary
- Ensure that if we need to visit a customer we will always try to arrange a convenient appointment
- Aim to cancel an appointment that can't be kept and notify the customer as soon as possible
- Wherever feasible ensure facilities are made accessible for all members of the community
- Ensure customers can make an appointment to see a manager or speak to staff in confidence
- Upon request we will facilitate the use of loop systems

WEBSITE - we will



- Offer, through the Council's website, the opportunity for customers to access most Council services online 24 hours a day, 365 days a year, without needing to pick up the phone, make a visit or write a letter. Our aim is to provide access to a full range of our services through our website.
- Ensure customers can request services, pay bills, fill in forms, give views, download documents, and find information about the services the Council provides

YOU CAN HELP US BY:



- Giving us all the information we need to help you
- Letting us know if you have any special or individual needs
- Telling us how we can improve our services
- Asking us to explain what you are not sure of

COMPLAINTS



- Will be acknowledged within 5 working days with the details of the person dealing with it
- You will receive a full response, or explanation of when you can expect a full response, within 10 working days

Please let us know if we have failed to provide a level of service that does not reach our standards. If you are not satisfied you can complain using our complaints form which is available on our website or on request. If you are not satisfied with our response to your complaint, you can complain to the Local Ombudsman, details are available on request.

CONTACT US

Telephone



01200 425111

Online



www.ribblevalley.gov.uk/contact

Post



The Chief Executive, Ribble Valley Borough Council, Council Offices, Church Walk, Clitheroe, Lancashire, BB7 2RA

In person



Ribble Valley Borough Council, Council Offices, Church Walk, Clitheroe