

## Customer Service Standards

This document sets out the standard of customer service you can expect from West Suffolk Council.

You can access information about the Council and access many of our services 24 hours a day by visiting our website: [West Suffolk Council](https://www.westsuffolk.gov.uk)

### Online, we aim to:

- ensure our website and online processes are clear, quick and easy to use
- make sure all information on our website is up to date
- process your query online and aim to resolve it as soon as possible
- use your feedback to consider improvements we can make to our website.

### When you contact us, we aim to:

- be welcoming, professional, efficient, responsive and courteous
- resolve your enquiry as quickly as possible
- actively listen and use feedback to meet your needs and improve our services and products
- be clear about what we can provide, what you should expect and timescales
- get it right for customers and do the best job we can
- help you to access services at your convenience using our website or easy online forms
- make sure everyone has easy, equal access to our services
- communicate in plain language and avoid jargon
- be honest with you regarding our action
- respect your right to privacy and confidentiality
- make reasonable adjustments where necessary and appropriate in order to make sure people facing communication or language barriers can use our services.

## **If something goes wrong:**

- please tell us so we can put things right for you and to ensure it doesn't happen again
- if you raise a complaint, we will investigate it according to our complaints procedure: [West Suffolk Council - Comments, compliments and complaints](#)

## **What do we ask of you?**

- please give us as much information as you can so we can help you more efficiently
- that you treat our staff politely and with respect – we will not tolerate abuse, threatening behaviour or violence towards our staff
- if you have had a good or bad experience with us, please let us know so we can pass on the compliment or work to improve our service.

**Contact us information:** [West Suffolk Council – Contact us](#)

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