

We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner. You can expect the following standards when you contact us:

All Targets are 100% unless otherwise stated.

### Staff:

Based on results from latest customer satisfaction survey.

- 

We will treat our customers fairly.

92%
- 


Our staff will be polite and friendly.

96%
- 


Our staff will act with professionalism and integrity.

93%


### By Telephone:

- 

We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average).

11
- Our staff voicemails will meet our Contactability Policy standard.
- 


Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within 4 working hours:

61%
  - 


Voicemails will include the details for an alternative contact.

55%

### Calling in Person:

- 


If you have an appointment we aim to meet you within 5 minutes of your appointment time.

94%
- 


If you call in person and do not have an appointment a member of staff will meet you within 15 minutes.

98%

### In Writing or By Email:

- 


We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days.

77%
- 

We will provide a response to all Freedom of Information (FOI) requests within 20 working days.

100%


### Invoice Payment:

- 

We aim to pay 90% of agreed and valid supplier invoices within 10 working days of receipt.

97%

### Feedback and Complaints:

- 

We will respond to formal complaints in 10 working days.

None

#### Key

- Green = Target Met
- Amber = Within 10% of Target
- Red = Target Not Met