

### The Council's Services

Our Standards of Service for the following are available on the Council's website, [www.northnorfolk.org](http://www.northnorfolk.org)

- ▶ Telephone enquiries
- ▶ Staff identification
- ▶ Written enquiries
- ▶ Appointments
- ▶ Requests for publications
- ▶ Applications for Grant Aid
- ▶ Payments
- ▶ Consultation
- ▶ Access to information
- ▶ Meetings and attendance
- ▶ Register of interests
- ▶ Public records
- ▶ Complaints procedure

If you experience poor service from the Council you should discuss it first with the appropriate department. If you are still not satisfied please complete a Compliments, Complaints and Suggestions Form and send it to:

Compliments, Complaints and Suggestions  
Customer Services  
North Norfolk District Council  
Holt Road, Cromer, Norfolk NR27 9EN

If you have experienced good service and wish to tell us about this, please send details to the above address.



If you would like this information in large print, audio, Braille, alternative format or in a different language, please contact:

Telephone: 01263 516000

Minicom: 01263 516005 or visit:

[www.northnorfolk.org](http://www.northnorfolk.org)



# Customer Charter

The Council is committed to providing good-quality, customer-focused services to its customers.

### The Council will:

- ▶ Be friendly, approachable and professional
- ▶ Respond quickly and efficiently to requests for service
- ▶ Answer telephone calls quickly and help you use its facilities
- ▶ Respond promptly to all enquiries about its services
- ▶ Give you straightforward information about its services
- ▶ Correct things promptly when they have gone wrong, and learn from complaints
- ▶ Consult customers regularly and take account of your comments
- ▶ Promote equality and fair treatment

### The Council will strive to:

- ▶ Offer value for money
- ▶ Improve its services to customers continuously
- ▶ Ensure our services meet your needs and are easy to use
- ▶ Make sure our staff are fully equipped to help you
- ▶ Make it easy for you to contact us
- ▶ Meet the diverse needs of customers
- ▶ Ensure that staff have the expertise or information necessary to provide the service

**To achieve this the Council will:**

- ▶ Operate a complaints and comments system
- ▶ Train our employees to serve you better
- ▶ Take action to meet the needs of particular groups including ethnic minority communities and people with disabilities
- ▶ Publish Service Standards against which we can be measured

The Council recognises that excellent service delivery is about people, and particularly how its staff relate to and communicate with customers. The Council is working to ensure that all staff have and develop the right skills through training and development.

**Staff are expected to:**

- ▶ Be polite, enthusiastic and competent
- ▶ Give clear answers to your questions
- ▶ Listen and respond
- ▶ Take pride in what they do
- ▶ Seek and provide solutions to problems
- ▶ Communicate clearly
- ▶ Act promptly and efficiently
- ▶ Be attentive without intruding
- ▶ Take interest in people's feelings and responses
- ▶ Take trouble and make extra effort to give people what they need
- ▶ Recognise the diverse needs of customers, such as those with disabilities or from ethnic minority communities
- ▶ Respect confidentiality and privacy

**The following behaviour by staff is regarded as unacceptable:**

- ▶ Being or appearing off-hand, uncaring or inattentive
- ▶ Treating people impersonally
- ▶ Making promises that are not delivered
- ▶ Acting in an arrogant or superior manner
- ▶ Being sarcastic or joking in a manner likely to cause offence
- ▶ Acting in a discriminatory way whether through language, behaviour or any other manner

Customers, in their turn, are expected to behave appropriately when dealing with council staff. Failure to act appropriately will result in the service request being stopped. The use of the following will not be tolerated:

- ▶ Excessive noise, loud or intrusive conversation or shouting
- ▶ Threatening or abusive language involving excessive swearing or offensive remarks
- ▶ Threats or threatening behaviour
- ▶ Derogatory racial or sexual remarks
- ▶ Malicious allegations relating to Councillors, staff or contractors' staff working on the Council's behalf
- ▶ Offensive gestures or behaviour
- ▶ Abusive language or aggressive behaviour while under the influence of alcohol or drugs
- ▶ Wilful damage to, or theft of, Council property
- ▶ Violence

Customers who display any of the above will be asked to stop and offered the opportunity to explain their behaviour.

Continued failure to behave appropriately will result in the customer being asked to leave the Council's premises or the telephone conversation ceasing. If such behaviour occurs on a customer's premises, the staff member will leave. Any customer behaving in an unlawful way will be reported to the Police.

Customers who (over a period of time) persist in behaving inappropriately may be stopped from visiting Council premises or restricted to visiting at specific times.

The Council has advised its staff that they do not have to tolerate unacceptable behaviour and should not put themselves at risk. Provided members of staff have acted in accordance with this Charter, their actions will be supported by their manager and the Council.