

Customer Standards

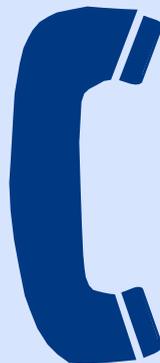


MSDC Customer Service Standards

At Mid Sussex District Council our aim is to provide good quality customer care to all our residents, partners and visitors. These standards explain the level of service you can expect to receive when you make contact with the Council.

We are committed to providing you with a consistently high level of customer service across all the different ways you can contact us, including face to face, online and on the telephone. In return we ask you to help us by:

- Keeping us informed with accurate information
- Telling us about any special requirements you may have that will enable you to access our services
- Treating our staff with respect and allow them to do their jobs without abuse or discrimination



We will:

Telephone calls

- Answer your call within 30 seconds with an appropriate greeting advising you which department /person you are speaking to.
- Aim to resolve your query there and then, if not refer you directly to the correct service
- Respond to voicemail messages within 1 working day and keep voicemail messages up to date to keep you informed.

Letters / emails

- Reply to you within 10 working days
- Advise you if a full response is not possible within this time and commit to a new timescale

Visits

- Provide a clean, welcoming, staffed Reception
- Treat you with respect and in a professional manner

Website

- Ensure the website is accessible to as many customers as possible
- Provide services online where we can, allowing you to book or request services via online forms, make payments and submit applications