

# Our Promise to You



**Our customers are at the heart of everything we do. We will set high standards of customer care and tell you how we are performing against them. Our aim will always be to deliver services as efficiently and effectively as possible. Whenever you contact us we want to make sure you receive the highest level of service. If you feel that we are falling short of these high standards please let us know.**

These are our promises to you.

## **We will:**

- treat you with dignity and respect
- respond to your enquiries promptly and efficiently
- be helpful and responsive to your needs
- communicate clearly and without jargon
- ensure our services are accessible and easy to use
- be polite and professional at all times
- apologise to you when we get things wrong and tell you when we will put them right
- involve you when planning the delivery of our services and feedback the changes we have made
- answer your query or find out the information you have requested as quickly and efficiently as possible
- make sure everyone can access our services equally



## **In return we ask that you:**

- treat our staff with respect and be courteous
- be considerate and polite to other customers
- provide the information we need to deliver services
- ask us to explain anything you are not sure about



**Note** Please refer to our corporate Service Standards for more information. These are available at our main Customer Access Points and on our website at [www.durham.gov.uk](http://www.durham.gov.uk)



*Altogether better*