



Teignbridge District Council is working to improve the quality of life for all residents and visitors.

Our Customer Charter describes our commitment to you and the standards you can expect from us

We will...

- always be helpful, polite and treat you fairly and with respect
- be open and honest and explain our decisions
- respond to the diverse needs of our customers, adapting our approach as needed
- provide information using clear and simple language
- encourage you to share your views on our services

Our aim is to...

- have easily accessible offices, with private interview rooms, wherever possible
- regularly review our working practices to ensure we are always offering the best service
- answer phone calls promptly - where possible within 6 rings (18 seconds)
- try and see you as quickly as possible if you visit our offices
- acknowledge receipt of your letter/email within 5 working days and send a full written response within 20 working days

Comments, Compliments and Complaints

Most problems can be settled quickly and simply by talking to the appropriate officer or our Customer Services team.

Visit www.teignbridge.gov.uk/customerfeedback, or call Customer Services **01626 361 101**.