

Customer Charter

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

This 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

You can help us by

- treating our staff with respect – we will not be able to help you if you are aggressive, threatening, violent or use bad language
- being considerate and polite to other customers
- providing us with the information we need to deliver services
- telling us when something changes
- asking us to explain anything you are not sure about
- joining the Teignbridge residents' panel and sharing your views at www.teignbridge.gov.uk/tt

Comments/Compliments/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**.

If you need this leaflet in a different format phone 01626 361 101 or email info@teignbridge.gov.uk

Comments and Complaints

We're listening!

**We want to provide the best possible service.
Your feedback is important to us.**



It's great when everything goes well but occasionally things could be better

We value your feedback. Your comments are very welcome and complaints give us the chance to improve where needed.

What is a complaint?

We want to know if:

- You have been treated unfairly or unprofessionally
- You have had poor service
- You did not get a service at all

What isn't a complaint?

There are some complaints that we cannot take action on, for example:

- A request for service, except where this follows a service failure
- The conduct of a councillor. We will forward these to our Monitoring Officer
- Where it is the responsibility of one of our partners or other local council. But we will forward it to the right person on your behalf
- Where there is a disagreement with the result of a process that has its own Appeal process
- Planning decisions
- Benefit decisions
- Parking fines

Making a complaint

Please give us as much detail as possible about the complaint including:

- What you are complaining about
- When it happened or should have happened
- Why and how you think we should have done things differently

All complaints will be dealt with confidentially so please supply your name and contact details as we cannot deal with any anonymous complaints.

Your details will not be shared with any third party, and kept in a safe place until your complaint has been fully dealt with.

Complaints, comments or compliments can be made in a number of ways

Web: www.teignbridge.gov.uk/customerfeedback

E-mail: info@teignbridge.gov.uk

Phone: 01626 361 101

What happens next?

We aim to:

- Acknowledge your complaint within 5 working days
- Fully investigate and respond within 20 working days

We do aim to sort out all complaints as quickly as possible and where we can, we will resolve quickly with an explanation, action or apology.

The complaint is passed to the service involved to investigate. In a few cases complex complaints may take longer than 20 working days for us to

sort out. If this is the case we will tell you how long it will take. When we finish our investigation we will tell you the result and what we will do about it.

If you are unhappy with the outcome of your complaint, you can ask for it to be looked at by a member of the Corporate Leadership Team who will consider the matter and make a final decision.

Still not satisfied?

If you are still not happy, you have the right to take your complaint to the Local Government Ombudsman to investigate, but please make sure you have exhausted the Teignbridge complaints process before contacting the Ombudsman.

Local Government Ombudsman

PO Box 4771, Coventry, CV4 0EH
www.lgo.org.uk 0300 061 0614

Compliments

If you have had a good service we would also like to hear about it. A compliment can be about a service, a department or a staff member.

Compliments are given to the service or member of staff concerned and reported to senior management and councillors.

