

Our Customer Standards Charter

We believe that everyone has the right to be treated fairly, politely and with respect. We also want you to be happy with the service you receive from us. So whenever and however you contact Warwickshire County Council you are entitled to the following high standards of customer care....

Individual Attention – you can expect.....

- Polite, helpful and honest staff in all our dealings with you
- Accurate answers in plain Language
- To be treated fairly
- Clear and accessible information in a variety of formats and languages on request
- Issues you raise to be dealt with confidentially
- Our comments, complaints and compliments procedure to be easily available so you can tell us what you think of our services

Prompt Service – we aim.....

- Give an immediate response to your query whenever we can

Telephone Contact – we aim....

- Answer telephone calls within 5 rings during office hours:

The Customer Service Centre will also take calls outside office hours
01926 410410
8am – 8pm Monday – Friday
9am – 4pm Saturday

- Keep voicemail & answer phone use to a minimum during office hours, but any answer phone message will state when you should expect to be called back.

Written Contact – we aim.....

- Respond to letters within 5 working days
- Tell you how your enquiry will be handled and how long it will take if the full answer is not possible within five working days
- Acknowledge emails within 1 working day

Visits – we aim.....

- See you within 10 minutes of your arrival