

## Communicating with Councillors

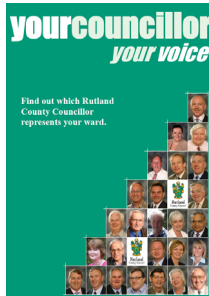
Rutland has 26 Councillors that represent different areas (also known as wards) of the county.

They are elected by YOU every four years.

If you want information on how to contact Rutland County Councillors please contact us or visit our website at [www.rutland.gov.uk](http://www.rutland.gov.uk)

There is also a leaflet titled 'Your Councillor - Your Voice') which is available from the council.

This publication includes councillor pictures, all relevant contact details as well as ward information for all 26 Members.



## Complaints

If you want to make a complaint then please contact us or visit our website [www.rutland.gov.uk](http://www.rutland.gov.uk)



For more information about Rutland County Council's Customer Care Standards please contact:

**Rutland County Council**  
Catmose  
Oakham  
Rutland  
LE15 6HP

Tel: 01572 722 577  
Fax: 01572 758 307  
Email: [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk)  
Web: [www.rutland.gov.uk](http://www.rutland.gov.uk)

**Please contact us  
if you require this  
leaflet in larger print,  
other languages,  
Braille or audio tape**



**A guide to our  
Customer Care  
Standards**

# Customer Care Standards

## Message from the Chief Executive

I am committed to the council providing a welcoming and courteous experience for all of our customers, dealing with every enquiry efficiently, and to the best of our ability.



We are committed to achieving customer satisfaction but if we should get things wrong, we will correct them promptly and learn from the experience.

*Helen Briggs*

## Why we have Customer Care Standards?

Our standards make clear how you can be expected to be treated when you contact us.

All of our staff are familiar with our Customer Care standards and fully understand how these translate into the service you require.

We apply our standards in line with our Equalities and Diversity policy.

This promotes equality, values diversity and ensures that everyone receives fair and equal access to council services.



## Our Customer Care Standards

However you choose to contact us there are a number of basic principles that we will adhere to.

### We will:

- Be welcoming, polite and helpful
- Be open, honest and fair
- Respond quickly and efficiently to enquiries and requests for service
- Use plain language in any contact we have with you
- Only ask you for information that is relevant and explain why it is needed
- Tell you what we can and cannot do so you know what to expect from us
- Work hard to meet the needs of all our customers as individuals
- Ask for your views about services and act on any comments you make
- Make sure that when we are not able to help you we will try to find out who can



## What you can expect from us...

### If you phone us we will:

- Provide you with service options and enable you to speak to a member of staff within 15 seconds
- Respond to your telephone message or voicemail within one working day
- Tell you who you are speaking to

### If you email or write to us:

- We aim to respond to you as quickly as possible and definitely within 5 working days
- If your query cannot be resolved in this time we will acknowledge your email within one working day or two working days for letters and provide a full response within 10 working days.

### For visitors we will:

- Deal with you promptly, aiming to keep your waiting time to a maximum of five minutes
- Make a private interview room available
- Offer you an appointment if you prefer

### If we have to arrange to visit your home or business we will:

- Visit according to a time pre-arranged with you
- Carry formal identification and ensure we display this before entering your premises
- Be mindful that we are a guest at your home or business

**If we do fail to meet your expectations regarding customer care then please let us know**