

Title of Report:	Customer Service Charter
Committee Report Submitted To:	Corporate Policy and Resources Committee
Date of Meeting:	26th January 2021
For Decision or For Information	For Decision

Linkage to Council Strategy (2019-23)	
Strategic Theme	Innovation and Transformation
Outcome	
Lead Officer	Director of Corporate Services

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	YES/NO
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	No	Date: N/A
	EQIA Required and Completed:	No	Date: 20/01/2021
Rural Needs Assessment (RNA)	Screening Completed	No	Date:
	RNA Required and Completed:	No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	No	Date:
	DPIA Required and Completed:	No	Date:

1.0 Introduction

- 1.1 The purpose of this report is to seek Members approval for the 'Customer Service Charter' attached at Appendix 1.

2.0 Background

- 2.1 Causeway Coast and Glens Borough Council aims to provide quality, accessible and value for money services for all our communities, businesses, visitors, citizens and other stakeholders. It is our commitment to improving the service we offer.

3.0 Standards summary

- 3.1 The Customer Service Charter sets out standards of customer service anyone contacting or visiting the Council can expect.
- 3.2 The Charter covers the standards we aim to provide in relation to Customer Service standards, Equality and Diversity standards, Elected Members, Reception Areas, Comments, Compliments and Complaints, Data Protection and Freedom of Information.
- 3.3 The Charter also outlines the standards of behaviour we ask of those using Council's services or contacting the Council and what our expectations are.

4.0 Next steps

- 4.1 All Members of staff will be informed of the Charter and have access to it. Frontline staff will be provided with additional training and support. The Charter will be displayed in all Council buildings open to the public, online and in other formats where required.

5.0 Financial, Legal, Implications

- 5.1 No financial or legal implications in relation to the introduction of the Charter.

6.0 Recommendation

- 6.1 It is recommended that Council adopts the Customer Service Charter.



**Causeway
Coast & Glens
Borough Council**

CUSTOMER SERVICE CHARTER



Customer Service Contact Details

Opening Hours 9.00am to 5.00pm

Email info@causewaycoastandglens.gov.uk

Cloonavin (Head Office)
66 Portstewart Road
Coleraine BT52 1EY
028 7034 7034

Riada House
14 Charles Street
Ballymoney BT53 6DZ
028 2766 0257

Limavady Offices
7 Connell St
Limavady BT49 0HA
028 7776 0302

Sheskburn House
7 Mary Street
Ballycastle BT54 6QH
028 2076 2225

Customer Service Charter

Causeway Coast and Glens Borough Council aims to provide quality, accessible and value for money services for all our communities, businesses, visitors, citizens and other stakeholders. It is our commitment to improving the service we offer and we strive to get it right first time.

The Customer Service Charter sets out standards of customer service you can expect from us when contacting the Council.

If you consider that the standards are not being met please let us know:

CUSTOMER SERVICE - Standards to expect at all times

- ❖ Treat you with fairness and respect;
- ❖ Provide a polite and friendly service whilst being sensitive to your needs;
- ❖ Deal with your correspondence, phone calls and visits to civic buildings promptly and in adherence with Council Policies;
- ❖ Aim to do our best to assist you at all times;
- ❖ Provide easy to understand and useful information;
- ❖ Deal with your feedback in a positive and efficient manner;
- ❖ Keep your details confidential as far as it is possible to do so;
- ❖ Ensure that our staff have the skills they need to do their jobs properly and with respect and consideration;

EQUALITY & DIVERSITY - Standards to expect at all times

- ❖ Information can be provided in a range of formats on request ;
- ❖ Loop hearing systems available on request;
- ❖ Access to interpretative services;
- ❖ Staff will behave in a professional and polite manner;
- ❖ Show you their Council Identification Card when visiting your property/ premises;
- ❖ Causeway Coast and Glens Borough Council website facilitates 'Browsealoud' and 'SignVideo';

ELECTED MEMBERS - Standards to expect at all times

- ❖ Behave in a professional and polite manner;
- ❖ Present a good image of the Council;
- ❖ Be available at reasonable times;
- ❖ Respond to your correspondence/enquiries promptly;
- ❖ Deal with your feedback in a positive and efficient manner;
- ❖ Behave in accordance with the Northern Ireland Code of Conduct which can be accessed <https://www.communities-ni.gov.uk/sites/default/files/publications/doi/the-northern-ireland-local-government-code-of-conduct-for-councillors.pdf> ;

RECEPTION AREAS

- ❖ Will be clean, tidy, safe, accessible and welcoming;
- ❖ Have useful information on display or available on request;

COMMENTS, COMPLIMENTS and COMPLAINTS

Causeway Coast and Glens Borough Council is committed to delivering the highest quality public services to the residents of, and visitors to, this area. Council welcomes all comments both positive and negative, on the services and facilities that it offers. We will -

- ❖ Welcome all feedback;
- ❖ Try to sort complaints out informally in the first instance and as quickly as possible;
- ❖ Assist you with recording your comment, compliment or complaint in writing or taking details over the phone;
- ❖ Keep you up to date with your complaint progress or if it needs to be dealt with under separate procedures;

There are several ways to make a complaint, comment on or compliment Council's services -

- ❖ By completing the Contact Us Form online at www.causewaycoastandglens.gov.uk;
- ❖ In person to any member of staff;
- ❖ By phone to any Council facility;
- ❖ By email to comments@causewaycoastandglens.gov.uk;
- ❖ In writing to Causeway Coast and Glens Borough Council, 66 Portstewart Road, Coleraine, BT52 1EY;

A copy of the policy is readily available on request or visit

https://www.causewaycoastandglens.gov.uk/uploads/general/190107_Final_Comments,_Compliments_and_Complaints_Policy.pdf

DATA PROTECTION and FREEDOM OF INFORMATION

You can request access to information held by the Council under -

- ❖ The Freedom of Information Act 2000;
- ❖ The Environmental Information Regulations 2004, and
- ❖ The Data Protection Act 2018.

For further information about how your request is processed, your privacy rights, how long information is retained or how to contact the Data Protection Officer is available in Council's privacy notice.

<https://www.causewaycoastandglens.gov.uk/footer-information/privacy-statement>

WHAT WE ASK OF YOU & WHAT OUR EXPECTATIONS ARE OF YOU

Causeway Coast and Glens Borough Council will aim at all times to meet the standards that have been set out. In return we ask you to -

- ❖ Treat all staff with respect and in a civil and courteous manner;
- ❖ For patience and understanding;
- ❖ Be considerate, polite and respectful of other customers;
- ❖ Provide information that is clear, concise and complete and supply us with more information, if asked to;
- ❖ To respect the privacy, safety and needs of other members of the community;

ABUSIVE CUSTOMERS

- ❖ In any interaction with members of the community where personal abuse or inappropriate language is used, the communication may be terminated immediately by the officer. If face to face, the officer will walk away. If on a telephone, the officer will terminate the call. If in an email and/or social media, the address may be blocked;
- ❖ There may be occasions when the issue(s) a person has, cannot be dealt with to their satisfaction and it is not possible for Council officers to continue to respond; or correspondence contains personal abuse or inappropriate language is used. In these cases, the Council may decide to limit or cease responses to the person;
- ❖ If a staff member feels threatened by the language or behaviour of the customer, they may notify the Police;

REVIEW OF THE CHARTER

This Customer Service Charter will be reviewed at least once every two years.



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