

OUR CUSTOMER PROMISE

At Newark and Sherwood District Council we always want to provide the best possible service to our customers. These are our promises to you.

WHEN YOU GET IN TOUCH...

- | We will be here for you, in the way that works best for you, whether that's digitally, on the telephone or face-to-face.
- | You will be greeted in a friendly and welcoming way.
- | We will always aim to resolve your query at your first point of contact.
- | When communicating with you we will use plain English, adapting when needed.
- | We will only collect relevant information from you
- | We will always handle your enquiry with professionalism, integrity, and transparency.

KEEPING YOU INFORMED...

- | We will provide clear information to let you know when you can expect the service you have requested, or when we are able to answer your enquiry.
- | We will consider your wellbeing and personal circumstances when communicating with you
- | We will take ownership of your enquiry.
- | If your enquiry cannot be resolved first time, we will make sure that you understand what will happen next.
- | If your enquiry is complex, we will make sure you have a point of contact.

LISTENING TO YOU, LEARNING FROM YOUR FEEDBACK...

- | We will listen to you with care and empathy.
- | All feedback whether that be a complaint, compliment or suggestion will be used to ensure that we keep improving our services.
- | We will undertake regular consultation.
- | We will look at how we can do things differently to improve and meet the evolving needs of our customers.
- | We will develop new processes with you in mind.

