

# 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.

