

POLICY TITLE

Customer Service Policy

REVISION DATE

February 2021

REPLACES POLICY

November 2018

POLICY AIM

The Town Councils' "Customers" are mainly the residents of Skegness & Winthorpe, but also includes anyone we are working with including contractors, funeral directors, suppliers and other authorities. The aim of this policy is to set Customer Care Standards to ensure we remain focused on putting customers at the heart of everything we do and that we are dedicated to serving the needs of the community.

EXECUTIVE SUMMARY

This policy sets out a framework of how Skegness Town Council will aim to deliver a high level of customer service to all and be responsive to the needs and expectations of the community within its powers and resources.

POLICY STATEMENT

Customer Care Standards

Skegness Town Council makes the following Customer Care promises:

- Deal with enquires promptly and efficiently;
- Be polite, helpful and professional;
- Treat everyone with respect;
- Signpost to the correct authority, if we are unable to help;
- Treat everyone fairly;
- Maintain confidentiality and only share information with permission;
- Keep residents informed by being open and accountable whilst ensuring all information published is clear, concise and widely available;
- Encourage good working relationships;
- Listen to comments and complaints;
- Provide training and development to employees and Councillors;
- Strive to continually improve the service we offer;
- Learn from mistakes;

IMPLEMENTATION

In order to keep these promises, Skegness Town Council will:

- Ensure all employees and Councillors are aware of the expected standards;
- Provide a training budget and encourage staff and Councillors to attend training;
- Provide clear information on Council services and how to contact the Council;
- Ensure individual needs are met by making any necessary adjustments;
- Provide details on how your information is used;
- Engage and work with the community to reach common goals;
- Monitor and respond to complaints, feedback and suggestions;
- Review this and other relevant policies and procedures to see how we can further improve.

To help us achieve our Customer Care standards we ask anyone contacting the Town Council to:

- Be courteous and respectful towards us;
- Provide us with the information we need;
- Let us know of any adjustments we can make to meet your individual needs;
- Give feedback and make suggestions on how we can improve;

For Further information

- The Town Clerks Office in the Tower Gardens Pavilion, Rutland Road, Skegness, PE25 2AX is open Monday-Friday 9.00am-4.30pm and can provide a wide range of information about Council services Tel 01754 840040;
- The Town Council's website www.skegness.gov.uk which provides links to many other useful services, including services provided by East Lindsey District Council and Lincolnshire County Council;
- The Town Council [Facebook page](#) and [Twitter page](#).

NB Please note that during the Covid-19 Pandemic opening times and availability may change. Details will be posted on the Council [website](#)

MONITORING

This statement will be reviewed every two years or in the following circumstances:

- Changes in legislation
- As a result of any other significant change or event.

POLICY REVIEW

This policy is to be reviewed at least every two years, next due February 2023

POLICY APPROVAL

Approved by Management Committee on 17th February 2021