

Customer service standards

These customer service standards tell you what you can expect when dealing with any member of our staff. The standards apply to all the services we provide.



Our promise to you

All our staff will:

- Treat you fairly and with respect.
- Be polite, helpful, open and honest when they deal with you.
- Provide easy-to-understand, useful and up-to-date information about our services, in a clear format.
- Respect your confidentiality and manage information we hold about you sensitively and securely.
- Acknowledge and cater for any needs you may have because of a disability.
- Provide translation services if you need them.
- Have had proper training to handle your enquiries.

We will always:

- Make sure our public areas are clean, tidy and safe.
- Tell you if we need to cancel any appointments or visits to see you.

Our relationship with you ⁴⁵

What we need from you:

- Help us to help you by giving us the information we ask you for.
- Let us know in good time if you need to cancel an appointment.
- Tell us about the service you have received, including where you think we can improve.

Our staff have the right to do their jobs without being verbally or physically abused. Most members of the public and visitors respect this right. Thank you for being one of them.

We will consider refusing to give, or withdrawing, a service to people who abuse our staff.

Standards of customer service you can expect

When you contact us:

- We will try, whenever possible, to answer your enquiry at your first point of contact.
- We will tell you where you need to go if you do not need our services, or if we cannot help you.
- We will, within three working days, let you know who will be dealing with your enquiry and when you can expect a full reply.

Departmental service standards

On top of these standards, some of our services (for example highways, social care and libraries) have their own standards that they follow. These include, for example, how soon we will carry out a social-care assessment, or how quickly we will repair a pothole.

Some of these departmental standards will be set out by law. If so, we will follow these rather than the general standards given in this document. You can get a copy of these departmental standards from the member of staff working on your enquiry or case.

Compliments, comments and complaints

Our Customer Relations Team would like to hear from you if you want to pass on a compliment, have a comment to make, or want to make a complaint. You can contact the team on 0116 305 7422 or at customerrelations@leics.gov.uk.

If you would like this information in another format, or help with understanding it in your language, please phone 0116 305 7422.

ਜੇ ਆਪ ਆ ਮਾਭਿਤੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਮਦਦ
ਓਸ਼ਯਨਾਂ ਡੋ ਤੋ 0116 305 7422 ਨੰਬਰ ਪਰ ਫ਼ੋਨ ਕਰਯੋ ਅਨੇ
ਅਮੇ ਆਪਨੇ ਮਦਦ ਕਰਵਾ ਆਵਸਥਾ ਕਰੀਯੂੰ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 7422 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন
সাহায্যের প্রয়োজন হয়, তবে 0116 305 7422 এই নম্বরে
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں
0116 305 7422 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，
請致電 0116 305 7422，我們會安排有關人員為你
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji
w Twoim języku, zadzwoń pod numer 0116 305 7422,
a my Ci dopomożemy.



www.leics.gov.uk

plain English
approved
by the word centre