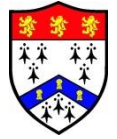




ALSAGER TOWN COUNCIL



CUSTOMER CARE POLICY

The Town Council will treat all members of the public in a courteous and professional manner. It will recognise their needs as an individual or as part of a local community. It will always try to offer a way forward on the particular issue being raised.

In particular the Council will:-

- Treat all customers equally and without discrimination
- Deliver our services in a friendly, inclusive and helpful manner
- Provide information in accordance with its Publication Scheme
- Respect confidentiality unless it is legally required to disclose information
- Deliver its services in accordance with stated standards
- Return telephone calls within one working day
- Respond to letters and e-mails within 5 working days
- Where it is unable to resolve an issue for a customer, it will advise where further help can be obtained or act as advocate by contacting the other organisations on the customer's behalf

We would ask you to treat our staff with courtesy and respect in a manner in which you would expect to be treated.

If a customer has a grievance against the Town Council, it will be dealt with in accordance with the Council's Complaints Code.