

## Our Customer Promises

The council has reviewed its policy for dealing with compliments, comments and complaints (CCCs). As a result we have produced new customer promises:

**Our staff will be friendly, helpful and respectful.**

Our staff will be empowered to deal with your complaints at first contact, wherever possible.

**Our staff will be knowledgeable and take ownership of a problem and help identify a solution.**

We will apologise when we get something wrong and do our best to put it right.

**Our building and reception areas will be accessible, clean and welcoming with visible signage and up to date information.**

We will apply our services fairly and consistently and will not discriminate against you.

**We will answer correspondence within 10 working days, or let you know that we will have to take longer.**

If we put your call through to someone we will explain to them what you have told us before putting you through.

**Keep you informed of progress, especially if something changes.**

We will provide you with a number of methods to contact us and contact you in the way you have said you prefer, wherever possible.

**Keep our website and information available to you free of jargon and up to date.**

If you are not happy with the way a service is provided our new CCC Policy is available to view on the website <http://www.erewash.gov.uk/your-council/comments-compliments-and-complaints.html>

As well as the policy you can read about the various stages of our complaints procedure and the timescales we set to reply to you.