

Kilburn Square Customer Services Standards



Our commitment to you

You have the right to expect good quality, easily accessible council services and information.

Our service standards apply to everyone working for us.

We aim to:

make it easy for you to access our building and find what you need
welcome and greet you within five minutes of arriving at a customer service centre
ensure that you do not have to wait for more than 30 minutes to be seen by an officer before your enquiry can be handled
answer all calls received and respond to voicemails and messages within 1 working day
acknowledge written enquires (by post or fax) within five working days
respond to written enquiries within 10 working days
acknowledge emails within 2 working days
respond to email and SMS enquiries within 10 working days
respond to all stage 1 complaints within 20 working days
respond to all stage 2 complaints within 30 working days.

You can expect:

all of our staff to be fully trained, customer service professionals
us to help you with any council enquiry, complaint or suggestion
to be given a warm and enthusiastic welcome
to be provided with up to date information about your enquiry or complaint whenever you ask us
to be sensitive to your needs and do our best to ensure that you can make best use of our service.

You can help us by:

giving us all the information we need to help you

letting us know if you have any special needs
telling us how we can improve our services
asking us to explain anything you're not sure of