

Westerham Town Council (WTC) Customer Care Standards

Westerham Town Council is committed to putting Customer Care first to ensure our residents, our local businesses and local organisations receive excellent standards of customer service.

With every contact we will keep information confidential unless we have your consent to share it (in accordance with our GDPR Privacy Notice, available to view on our website) and we will always welcome your feedback.

When you telephone us we will:

- Aim to answer your call promptly and politely
- Identify ourselves, be courteous and helpful
- Listen to you, make every effort to help and provide clear information to deal effectively with your call
- Where necessary, we will offer to call you back, explain why and agree a mutually convenient time to do this
- We will aim to pick up any messages/voicemails within two working days
- A message will be recorded when staff are on annual leave or out of office with information about contacting other staff members

When you visit us:

- Officers will make every effort to help at the time
- If not possible we will arrange a mutually convenient time as soon as practically possible
- If requested, we will provide confidential surroundings for your discussions

When you send a letter or email:

- We will acknowledge receipt within two working days and aim to respond in 5 working days
- If we need longer to give you a full response, we will advise you in writing with proposed timescale
- An out of office message will be set up when staff are on annual leave or out of office with information about contacting other staff members
- Any Freedom of Information requests are excluded from this and have their own timescales identified in the Publication Scheme

Social media:

- We monitor social media regularly and where possible and appropriate will acknowledge/respond to your contact as soon as possible. If we need longer to look into your query, we will advise you accordingly

We ask that you:

- Treat our staff with respect and in an acceptable manner
- Provide all the relevant information to help us deal with your request

How will we measure our compliance with these standards?

- Correspondence and responses are reported to the relevant Committee meetings
- Individual performance through self-assessment and performance management
- Comments, compliments and complaints received
- Comparison with other organisations
- WTC has a Complaints Procedure, available on our website, if customer service has not been to the expected standard

June 2021

Reviewed 19th May 2025

To be reviewed four-yearly

Review Date June 2029