

- ✓ A full reply to your emails to individual staff members' mailboxes within 10 working days, or a progress report with timescales

#### When writing to us you can expect

- ✓ A full reply to your letter within 10 working days or a progress report with timescales
- ✓ To be provided with the name and contact details of the staff member responsible for dealing with your query



#### When we visit you at home you can expect

- ✓ Visiting staff to show their Islington council name badge
- ✓ To be informed where an appointment is running late or has to be cancelled
- ✓ To be advised of the actions resulting from the visit and timescales
- ✓ A clear explanation of the nature of a visit made without a prior appointment

#### When you visit our offices you can expect our reception staff to

- ✓ Wear name badges and be welcoming, polite and helpful
- ✓ Attend to your query within 10 minutes or provide an explanation for any delay

- ✓ Keep to pre-arranged appointment times and let you know in good time if appointments are running late or have to be rearranged
- ✓ Provide you with accurate up to date information

#### You can expect our Reception Areas to

- ✓ Be accessible, clean, tidy and welcoming with clearly displayed opening hours
- ✓ Provide consistent, up to date information on council services
- ✓ Provide free courtesy telephones where you need to call another service
- ✓ Provide public access to the internet in most of our reception areas

#### If we fail you on any of the above and you wish to make a complaint, you can expect

- ✓ Respect for your opinions and empathy for your views
- ✓ An acknowledgement receipt within 3 working days
- ✓ A full reply in 10 working days, or details of progress and timescales for a further response

#### Contact Islington

222 Upper Street, London N1 1XR

Email: [contact@islington.gov.uk](mailto:contact@islington.gov.uk)

Tel: 020 7527 2000

TextBox: 020 7527 1900

Fax: 020 7527 5001

Web: [www.islington.gov.uk](http://www.islington.gov.uk)

**Please contact us if you require this leaflet in audio or Braille. Translations are also available on request.**



# Your Council Our Service

A guide to our Customer  
Care Standards



**ISLINGTON**

# 1

## Our Customer Care Standards

Our ambition at Islington is to create an 'A1 borough' which provides you with a high level of service, ensuring that you are able to access our services in the way that you want, and that we make it easy for you to do this.

All our staff are familiar with our Customer Care Standards and how to apply the standards to the way that services are delivered to you. We also work to ensure our partner organisations in delivering council services to you, apply our standards.

### Who are our customers?

Anyone who contacts the council by whatever method. They may be resident or non-resident individuals or people contacting us on behalf of public, private or voluntary agencies.



### What do our standards say?

Our standards set out how you can expect to be treated when you contact us. We will apply our standards within our 'Dignity for all' policy, which promotes equality, values diversity and ensures that everyone receives fair and equal access to council services.

### In applying our Customer Care Standards... We will always

- ✓ Set and aim to achieve high standards
- ✓ Tell you what those standards are
- ✓ Provide a friendly, professional service
- ✓ Listen to any complaints you may have
- ✓ Put any problems right, quickly
- ✓ Be welcoming, polite and helpful
- ✓ Use only plain English on all our correspondence
- ✓ Only ask for relevant information and explain why it is needed
- ✓ Say what we can and can't do, so that you know what to expect from us,
- ✓ Where we can't help, try to find out who can
- ✓ Respect your right to confidentiality, privacy and safety
- ✓ Not discriminate against anyone because of race, sex, marital status, age, disability, sexuality or religion
- ✓ Arrange interpretation, translation or signing when requested
- ✓ Ask for your views
- ✓ Treat you with respect
- ✓ Do our very best to provide you with a good service

# 2

## Our Customer Care Standards: What you can expect

### When telephoning us you can expect

- ✓ A polite response and details of the persons name or service area
- ✓ A call back where we cannot respond to your query immediately
- ✓ To be given the name and number of the service or person if we transfer you to another service
- ✓ An alternative name and contact number to be supplied on all voicemail replies
- ✓ Your calls to be answered within 20 seconds or 6 rings

### When emailing our service email addresses you can expect

- ✓ An automatic acknowledgement of receipt
- ✓ A reply to your emails to our service email addresses within 1 working day. Where more detailed replies are needed, we will ensure that you receive these within 10 working days

### When emailing individual staff members' mailboxes you can expect

- ✓ The reply to give a name, title, section and service area, telephone number and email address
- ✓ Where a staff member is away, an automatic response detailing their return date and an alternative contact