

Customer service promise and standards

Cherwell District Council is committed to delivering the best service possible and ensuring that our services are easily accessible for all.

Our promise to you

We will treat you in the right way and:

- Treat you politely, fairly and with respect.
- Be **understanding** and deliver services in a way that meets your needs.
- Support and enable you to access our services online wherever appropriate to do so.
- Keep your personal data secure.

We will get things done and:

- Aim to answer your request the first time you contact us. If we cannot immediately resolve it, we will tell you clearly what will happen next, so you know what to expect.
- Ensure our services work together to get you the best possible outcome.
- Keep you updated on progress, so you know what is happening next and by when.
- Be accountable for our actions.
- Learn from your feedback and, where possible, ensure that we take action to resolve any issues.

Making it easy, our communications will:

- Be clear and easy to understand.
- Clearly explain how you can contact us.

Involving you:

We believe that the best solutions come from working together so we will:

- Actively seek your views on our services
- Listen to you and use your feedback to help us improve.

Our request of you

- Treat us and other customers politely, fairly and with respect.
- Let us know if you have specific needs.
- Tell us when something changes.
- Tell us when things go wrong so that we can put them right.

Help Us Shape Your Services

We want to provide the highest quality services that meet the needs of people living and working in our district and we want you to shape these services with us.

Our dedicated page to give feedback and respond to consultations can be found here:
<https://www.cherwell.gov.uk/info/189/performance/346/have-your-say>

Our standards

Online services

Wherever possible we encourage our customers to use our online services. It is often the quickest and easiest way for your query to be resolved.

Doing things online means that we can spend more on essential services and support those who need us most.

You can register for [My Account](#) where you can request and track a range of council services.

Alternatively, you can use our online services to:

- [Apply](#)
- [Report](#)
- [Book](#)
- [Pay](#)

E-mail and letters

We will:

- acknowledge e-mails within one working day and do our best to resolve your enquiry at the first point of contact.
- prioritise correspondence relating to welfare and vulnerability, to support early intervention.
- respond fully to written contact within 10 working days. Where a different or statutory timescale exists for an enquiry or service (for example, a Freedom of Information request), then the associated timescale applies.
- Let you know the steps we are taking to provide a more detailed response and the timescales involved when it is not possible to respond within 10 working days.

Phones

We will:

- Aim to answer and keep average wait times under 3 minutes.
- Do our best to resolve your enquiry the first time you contact us. If we are unable to do this, we will transfer you to the right person or we will take your details and ask someone to contact you.

Face to face

We operate an appointments system at our offices. If you attend without an appointment, we will direct you to a self-service phone so that you can call the relevant service.

We will:

- Make sure our reception is welcoming, safe, fully accessible and designed to make it easy to get the help you need.
- Aim to greet you within 5 minutes of arrival
- Do our best to resolve your enquiry the first time you visit us.