

## **DRAFT**

# **Cornwall Council Customer Promise**

We aim to provide services that are easy for our customers to access. Our Customer Promise explains the service our customers can expect from us, and how we will:

- ensure that our services are accessible
- listen to your views and keep you informed
- treat you with dignity and respect
- use language that is easy to understand
- be open and honest and explain our decisions
- ensure we protect your data

### **We will ensure that our services are accessible**

We will ensure that our services are accessible by providing information in different formats on request; these include:

- Large print, audio tape or CD, Braille, or an appropriate language
- Arranging access to interpreters and help with translating leaflets and Council information
- Holding public meetings in accessible venues with induction loops or other suitable systems for people who are deaf or hard of hearing

Please tell us if you need something explained differently, or if you have particular request, so we can help you.

We are committed to providing access to our services in the most appropriate manner.

### **We will maintain your confidentiality**

We will ensure that your information is only accessed for legitimate purposes by relevant staff. We will process your information fairly and lawfully, in line with the Data Protection Act 1998.

### **We will listen to your views and act accordingly**

Sometimes things go wrong and we may not provide you with the level of service you expect. If this happens, please tell us; we will listen to you and whenever possible and appropriate try to put things right.

We also want to hear from you if you would like to compliment us on a job well done.

We have a clear process for gathering feedback about the service that you have received; and we will use this feedback to improve the way we do things in the future.

## **We will treat you with dignity and respect**

We will treat you with dignity and respect and take account of your needs when you contact us. We ask that you treat our staff with the same courtesy and respect and take account of other people around you. Cornwall Council has a clear policy on treating people fairly, with respect and according to individual need to ensure equality of access to services.

## **We will use language that is easy to understand**

We will use plain language that is easy to understand and not use jargon.

## **We will be open and honest and explain our decisions**

We will provide you with professional and sound advice. We will be transparent about our actions and our performance.

We will explain our decisions to you so we are clear on how we reached that outcome. The information we provide will be timely, accurate and professional. Where we are providing information on a commercial basis we will be clear of any costs involved.

## **We will give you choices on how and when you contact us**

You can contact us online or by email, phone, letter, through the chat facility on our website and through social media. You can also visit us in person at our library information service or you can ask your local Councillor to raise an issue for you.

## **Your responsibilities as a customer**

We ask that you treat our staff with the same courtesy and respect you expect from them yourself.

We won't tolerate abusive and violent behaviour towards our staff or partners working on our behalf. The Council operates a zero tolerance approach to this type of behaviour towards our staff. Although these circumstances are very rare, our staff are not expected to stay in situations where they:

- feel threatened, either verbally or physically
- fear for their own safety or that of colleagues or members of the public

## **Further information**

For further info about our current Customer Promise please visit our website: [www.cornwall.gov.uk/customerpromise](http://www.cornwall.gov.uk/customerpromise)

or contact Cornwall Council Compliments, Comments and Complaints:

- by email: [comments@cornwall.gov.uk](mailto:comments@cornwall.gov.uk)
- by phone: 0300 1234 100
- by post: Cornwall Council, 4S Customer feedback team, County Hall, Treyew Road, Truro, TR1 3AY