


## Our Policies and Procedures

Current written protocols, policies and procedures for delivering our services and responsibilities

Category	Description	Charge	Contact Information
<a href="#">Policies and Plans</a>	The Council produces a range of policies and plans to ensure that the provision of services meets the needs of the county for the future.	No	Corporate Improvement Planning and Performance Assistant Chief Executive's Office County Durham
<a href="#">Policies and procedures about the recruitment and employment of staff</a>	Jobs at the council, vacancies, policy statements on recruitment and disclosure information.	No	HR Workforce Planning Team Durham County Council County Hall Durham DH1 5UY Tel: 03000 267238  Email: <a href="mailto:hrworkforceplanningteam@durham.gov.uk">hrworkforceplanningteam@durham.gov.uk</a> .
<a href="#">Customer service</a>	<p>We have put a Comments, Complaints, Compliments and Suggestions Procedure and Policy in place to listen to, and better understand your needs and how to respond to them.</p> <p>We have developed a <sup>[PDF]</sup>  <a href="#">Durham County Council guide to services. PDF</a> (32 pages, 2987kb). This details our main services and has been sent to every household in the county.</p>	No	Contact point Email: <a href="mailto:help@durham.gov.uk">help@durham.gov.uk</a> Tel: <a href="tel:030000269007">030000 269007</a>
Complaints	Durham County Council <a href="#">complaints procedure</a>	No	Contact point Email: <a href="mailto:help@durham.gov.uk">help@durham.gov.uk</a> Tel: 0300 123 7070

Charging regimes and policies	<ul style="list-style-type: none"> <li>• Building control fees.</li> <li>• Local land charge fees – Details of land search fees and charges.</li> <li>• License fees</li> <li>• Environmental health fee information</li> <li>• Charging in Adult Social Care.</li> <li>• <a href="#">County Durham registration service fees</a></li> </ul>	Yes	Durham County Council Customer Services 0300 123 7070 <a href="mailto:help@durham.gov.uk">help@durham.gov.uk</a>
Record Management and personal data policies	<p><a href="#">Data protection policy and procedures</a>, accessing your personal data</p> <p>We have a <a href="#">Records Management Policy</a> which aims to ensure that full and accurate records of all activities and decisions are created, managed and retained or disposed of appropriately, and in accordance with legal obligations and professional standards.</p>	No	For further information Contact the Information Management Team Email: <a href="mailto:foi@durham.gov.uk">foi@durham.gov.uk</a> Tel: 03000 268035
<a href="#">Equality and Diversity Policy</a>	<p>We are committed to promoting equality and diversity as an employer, in the services we provide, in partnerships, and in decision-making.</p> <ul style="list-style-type: none"> <li>• <a href="#">Equality Schemes</a></li> </ul>	No	For further information contact the Equalities and Diversity team Tel: 03000 268020 <a href="mailto:Equalities@durham.gov.uk">Equalities@durham.gov.uk</a>