

Our Promise to You



Our customers are at the heart of everything we do. We will set high standards of customer care and tell you how we are performing against them. Our aim will always be to deliver services as efficiently and effectively as possible. Whenever you contact us we want to make sure you receive the highest level of service. If you feel that we are falling short of these high standards please let us know.

These are our promises to you.

We will:

- Treat you with dignity and respect
- Aim to answer your query at the first point of contact
- Make it easy, quick, and convenient to contact us, by increasing our range of self-service options
- Be polite, approachable, and responsive to your needs
- Enable you to provide feedback easily and use your comments to improve our service
- Provide information that is accessible and easy to understand
- Make sure everyone can access our services equally
- Apologise when we get something wrong and do our best to put it right.
- Ensure our employees are equipped to provide high quality customer care so they can support you in making the most of our digital services



In return we ask that you:

- Treat our staff with respect and be courteous
- Be considerate and polite to other customers
- Tell us when something changes
- Provide us with enough information to help us get it right first time
- Ask us to explain if you don't understand
- Provide us with feedback so that we can continually improve our services
- Communicate with us through digital channels where it is possible to do so



Note Please refer to our corporate service standards for more information These are available on our website www.durham.gov.uk. Where required in other formats these will be available on request.

