

Hertsmere Borough Council

Our customer care standards



Equal Access

- We will ensure that all customers have access to our services and we will not discriminate on the grounds of age, disability, gender, race, religion or belief, or sexual orientation.



When we receive letters and emails

- We will respond, or let you know how we are dealing with the matter, within ten working days.
- We will write in a way that is easy to understand and use languages other than English when appropriate.
- We will arrange for Braille or large print information when requested. We will advertise the fact that alternative formats are available if people ask for them.
- We will give you the name and contact details of the person or section who can help you.

Customers asking for a service

- We will tell you about when you can expect to receive the service you have requested and keep you informed of any changes to this.



When we answer the telephone

- We will answer within 20 seconds.
- We will greet you in a courteous manner, giving our name or section as appropriate.
- We will arrange to call back or write to you if an immediate response is not possible. This contact will be made in an accessible way to meet your needs.
- We will only transfer a call if we know who to transfer the call to. Otherwise we will arrange to call you back.



When we visit your home or business

- We will make appointments, in advance wherever possible. We will identify ourselves as council employees with a name badge or warrant card or agreed password if appropriate. When we arrive, we will explain who we are and the purpose of our visit.
- We will be polite, friendly, and conduct our business efficiently.
- We will let you know what will happen next as a result of our visit.



Reception areas

- We aim not to let you wait any longer than 15 minutes but, if necessary, we will keep you informed about any delay.

Our reception areas will:

- be clearly sign posted;
- have helpful and welcoming staff;
- be accessible, clean and tidy;
- clearly display information about other relevant services and how to contact them;
- have a free phone in main reception areas to allow you to contact other council offices;
- have information about council services in different languages, where appropriate;
- offer interpreters and ensure they are available if booked in advance;
- preserve confidentiality where requested, and advertise this fact widely so that you know you can ask for this to be done; and
- cater for the needs of visiting children and babies as far as possible.

We welcome your feedback and will respond to any complaints fairly and quickly.