



ALCESTER TOWN COUNCIL

CUSTOMER SERVICE STANDARDS

We are committed to providing all our customers with an excellent service.

We will always aim to:

- See you promptly upon arrival at our office
- Deal with your enquiry quickly and efficiently
- Keep you informed
- Listen and be courteous and helpful
- Arrange for a private space for interview if needed
- Keep our website www.alcester-tc.gov.uk up to date and accessible.

You can normally expect:

- To be seen within 10 minutes of your arrival at our office.
- To have your telephone call answered within 5 rings.
- To receive an acknowledgement within 1 working day to any answerphone message you have left.
- To receive a reply to your enquiry within 10 working days.
- To have any formal complaint dealt with promptly and in accordance with our complaints procedure <https://www.alcester-tc.gov.uk/wp-content/uploads/2023/02/Complaints-Procedure-Jan-23.pdf>

Customer Feedback

We are always looking for ways to meet your needs and we welcome feedback to help us improve our services.

Please email clerk@alcester-tc.gov.uk with any feedback either positive or negative.