



STAINLAND & DISTRICT PARISH COUNCIL

CUSTOMER SERVICE POLICY

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Stainland & District Parish Council

Customer Service Policy

Aims

- Stainland and District Parish Council is committed to the provision of quality services in accordance with the needs and expectations of its customers.
- The Council recognises the value of customer feedback and its contribution to the processes of policy formulation and service delivery.
- Customers are persons who contact us for any reason or are affected by anything we do.
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Guiding Principles

When customers contact the Parish Council, we will:

- Identify ourselves;
- Be helpful and courteous;
- Be professional and positive;
- Be well informed, so that we are able to help;
- Be effective in listening and responding;
- Be fair and support individual needs.

Objectives

The Customer Service objectives for Stainland and District Parish Council are summarised below:

- We will respond to all telephone enquiries through the first point of contact where possible;
- We will respond to all email correspondence within 5 working days;
- We will respond to all letter correspondence within 10 working days of receipt;
- We will use plain language in all communications;
- We will contact customers where we cannot resolve a query straight away providing a target date for response;
- We will keep customers informed if we cannot reply within the target timescale;
- We will provide details of our feedback policy to a customer if they are particularly satisfied or dissatisfied with our response.



Customers

Our customers are all the people we come into contact with in connection with the Council's work; this includes people who live in, work in or visit the area, and people acting on behalf of people who live in the area.

The Council believes that all customers have the right to be heard, understood and respected. The Council believes that employees have the same rights. We, therefore, expect customers to be polite and courteous in all dealings with the Council. The Council will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence; this includes any threat, abuse or harassment towards employees on social media which will be reported to the police. Any threat of physical violence will always be reported to the police.

Contacting Stainland and District Parish Council

Improving customer service is a key priority for the Council and means:

- Providing quality services in a friendly, efficient and helpful way; we will continually strive to improve services by ensuring excellent communication and a positive attitude towards customers;
- Treating each person as an individual – respect for diversity and, in turn, having the flexibility to adapt behaviour and actions in a way that is appropriate for the individual;
- Treating people with dignity, respect and courtesy;
- Giving information about what is available and providing an explanation if a service is not available.

Performance Management

The delivery of excellent customer service and application of these standards rests with council employees Councillors. For employees, performance against these standards will be assessed through annual employee appraisals