



BRAUNSTONE TOWN COUNCIL

Serving the communities of Braunstone Town and Thorpe Astley

CUSTOMER SERVICES Braunstone Civic Centre

Kingsway, Braunstone Town, Leicester, LE3 2PP

Tel: 0116-2890045 Fax: 0116 2824785

Email: enquiries@braunstonetowncouncil.org.uk

Open: Mon-Fri: 9am to 5pm (Closed on Public Holidays)

www.braunstonetowncouncil.org.uk

BRAUNSTONE TOWN COUNCIL CUSTOMER SERVICE STANDARDS

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

We always aim to:

- See you promptly upon arrival at any of our offices
- Deal with your enquiry or service request quickly and efficiently
- Keep you informed
- Listen and be courteous and helpful
- Treat you fairly and equally
- Arrange for private interview facilities, if required
- Keep our website at www.braunstonetowncouncil.org.uk up to date and accessible

You can normally expect:

- To be seen within 10 minutes of your arrival at our offices
- To have your telephone call answered within 10 rings
- To receive an acknowledgement response within 1 working day to any answer phone or voicemail message you have left or receipt of a letter or email
- To receive a reply to letters and emails your enquiry within 10 working days
- To be offered an appointment with an appropriate officer (if not available at the time of your visit) within 10 working days
- To have any complaint dealt with promptly and in accordance with our complaints procedures which can be found at www.braunstonetowncouncil.org.uk/index.php/town-council/town-policiesstrategies

Customer Feedback

- We are always looking for better ways to meet your needs and we welcome feedback to help us improve our services.
- We want to know did we treat you well and did we help resolve your problem
- Please
 - Use the Comment Cards (available at each of our reception points), or
 - Submit your comments via the customer feedback section on the Council's website at www.braunstonetowncouncil.org.uk/index.php/feedback-form