

CUSTOMER CARE POLICY

VERSION NUMBER	V3
DATE & MINUTE REFERENCE	Date: xx/07/26 Ref:
DATE OF NEXT REVIEW	April 2029

Introduction

The Town Council will treat all members of the public and users of its services and facilities in a courteous, helpful, and professional manner. It will recognise their needs as an individual or as part of a local community. The Town Council will always try to offer a way forward on the particular issue being raised.

1. Neston Town Council will:

- a. Provide information in accordance with its:
 - **Personal Data Retention Policy** and Model Publication Scheme;
 - Data Protection Policy;
 - Freedom of Information Policy.
- b. Give clear and accurate information.
- c. Respect confidentiality unless it is legally required to disclose information.
- d. Deliver its services in accordance with stated standards and its Equal Opportunities Policy.
- e. Return telephone calls within two working days.
- f. Respond to letters and emails within five working days of receipt.
- g. Where it is unable to resolve an issue for a customer, **the Council** will advise where further help can be obtained **from** or act as advocate by contacting the other organisation(s) on the customer's behalf.

2. If a member of the public or customer has a grievance against the Town Council, it will be dealt with in accordance with the Council's Complaints Procedure.

3. We would ask you in return to treat our staff with courtesy and respect; in a manner in which you would expect to be treated.