

What we do for you

- Put you first and try to improve the quality of our services.
- Treat everyone equally.
- Give you efficient, value for money services.

To find out more, contact us

Customer Services

Hours of opening: **8.30 am to 4.50 pm Monday to Friday**

Telephone: **0115 9154950**

Fax: **0115 9154396**

Email: **customer.services@nottinghamcity.gov.uk**

Location: **The Guildhall, Burton Street, Nottingham NG1 4BT**

Website: **www.nottinghamcity.gov.uk/complaints**

(For information on Comments, Compliments and Complaints)

Have Your Say

Our 'Have Your Say' scheme lets you tell us what you think about our services.

You can Have Your Say by:

- Speaking to a member of staff
- Completing the form online at **www.nottinghamcity.gov.uk/haveyoursay**
- Emailing us at **customer.services@nottinghamcity.gov.uk** quoting Have Your Say
- Calling us on **0115 915 4950** (8.30am - 4.50pm Mon-Fri) or **0115 915 4848** (24 hour answerphone)
- Picking up a form at any reception point

If you require this information in another language, in large font, Braille, audio tape or text only version, please ask a member of staff or call Nottingham City Council Customer Services on **0115 915 4950**.

Nottingham City Council

customer care and complaints

Service Standards

The Service Standard for Customer Care and Complaints tells you the level of customer service you can expect from us

We will:

- Provide high quality services to you based around you and your circumstances and in a way that offers you maximum choice.
- Ensure that our services are accessible for all residents, businesses and visitors.
- Ensure our staff are appropriately trained, helpful and treat you in a caring, polite and efficient manner, responding in line with our service standards.
- Ensure our staff provide information that is reliable, clear, informative and in a format of your choice.
- Answer 75% of your telephone calls within 18 seconds.
- Monitor our performance on the number of calls that are unanswered or busy and take action to put it right.
- Respond to 90% of your letters within 12 working days.
- Respond to 90% of your emails within 12 working days.
- Ask you for feedback at least once a year on the level of service you have received, and publish the results.

You can also expect this service to:

Ensure our staff will always be polite and helpful; and deal with questions efficiently and quickly.

When you write to us we will:

- answer all letters and e-mails within 12 working days
- acknowledge your letter if we cannot give you a full answer within 12 working days and tell you who is dealing with your case and when you can expect an answer
- write letters in a plain and informative style

When you call to see us we will:

- give you a polite and professional service and aim to deal efficiently with your needs
- provide induction loops, if you have hearing difficulties

- provide sign language or interpreters in minority languages if you let us know beforehand
- improve the access for people with difficulties and are always improving the facilities in our receptions to make them more comfortable
- make sure there is a customer suggestion box in every council reception area

When you phone us we will:

- ensure our staff are helpful and polite
- answer your calls as quickly as possible
- have minicomms in all our main offices, if you have hearing difficulties

When we visit you we will:

- show you an identification badge with their name our name on it
- be polite

We are confident that you will be satisfied with the service we give you. If you are not satisfied with our service, please let us know.

- you can make a complaint in person, in writing, by phone, by e-mail or through a Councillor
- we will take your complaint seriously
- if we have made a mistake, we will tell you and put it right as quickly as possible

We can deal with many problems or complaints quickly and we can put things right straight away.

If it will take us longer to deal with your complaint, we will write to you.

For official complaints, we will:

- reply within 14 calendar days; and
- let you know how you can appeal if you are still unhappy

If you want more information, you can get a copy of our customer complaints leaflet from our offices.

If you are still not satisfied after we have fully investigated your complaint, you have the right to get in touch with the Local Government Ombudsman and ask them to look at your complaint. The address is:

Local Government Ombudsman, Beverley House, 17 Shipton Road, York YO30 5FZ

Alternatively you can contact them by telephone on **01904 380200**, fax on **01904 380269** or email to **enquiries@lgo.org.uk** The website address is: **www.lgo.org.uk**