Clear communication

When you contact the Council we promise to listen. If it takes longer than expected to resolve the matter we will keep you informed, explaining the reasons why. We will also be clear with our communication and avoid the use of jargon.

We will be courteous and welcoming

When you visit Council buildings you can expect a welcoming environment. We will be polite and courteous and will ensure that we treat everyone equally.

Equality in accessing Council services

Accessibility and fairness is a key priority for us. When visiting the Information Station you can access services in languages other than English. We also have sign language facilities, hearing loops and staff specially trained to recognise and help those who have accessibility requirements. Our website has also been designed to make it accessible to all, providing a range of facilities to help you access the services you need. We aim to continuously improve in order to ensure that we provide access to services in a fair way.

Putting things right

If you are unhappy with a service you have received from the Council or want to tell us about something we have done well, we want to know. To make this as easy as possible we have a very clear and consistent complaints and compliments policy. Complaints should be acknowledged within five working days and a full response should be given within twenty working days.

01633 656656

www.newport.gov.uk
When visiting the Information Station you can expect to be seen by an appropriate member of staff; usually within twenty minutes. Like our contact centre we will have busy times, but we will try to ensure that on most occasions we are staffed to deal with demand and appropriately trained to resolve queries in an efficient manner.

**Resolving customer enquiries promptly and conveniently**

We want to resolve your queries as quickly as we can. Therefore if we can resolve it during the first contact we will. In order to achieve this we are committed to providing comprehensive training to all frontline staff and empowering them to make decisions that will speed up the process for customers.

**Telephone standards**

When calling the contact centre you can expect calls to be answered as quickly as possible; generally within six rings. This is linked to our corporate standard of answering 80% of all calls within 20 seconds. Like every contact centre we will have busy times, when we cannot answer all calls this quickly. However, this will be the exception to the rule. We will deliver this promise by ensuring that we are staffed to meet customer demand and that staff are well trained, so they can resolve calls quickly.

**Written Standards**

Upon receipt of your letter or email the Council will ensure that a reply is sent within five working days. If the query is complex and will take some time to answer, we will acknowledge receipt of the correspondence within five working days and provide you with timescales for a full response.

**Customer choice in accessing services**

As a Council we will provide services through the quickest and most efficient access channel for the customer, whether that is over the phone, online, face to face or via letter. We recognise that quick, simple and straightforward transactions are easily completed online or via the phone and therefore we are committed to making this possible for all of these services. We recognise that for more in depth and complex issues you may need to speak with us face to face. We are already committed to providing this in the Information Station and will be considering providing a range of face to face services from community based locations.

We aim to provide a consistently high level of customer service. Whether you are calling our contact centre or speaking to one of our employees on the street. In order to achieve this consistency we provide all our frontline staff with specially designed customer service training.

**Face to Face Standards**

When visiting the Information Station you can expect to be seen by an appropriate member of staff; usually within twenty minutes. Like our contact centre we will have busy times, but we will try to ensure that on most occasions we are staffed to deal with demand and appropriately trained to resolve queries in an efficient manner.