



# CUSTOMER CARE POLICY

VERSION NUMBER	V2
DATE & MINUTE REFERENCE	9.7.24 FC2-29f
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## 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:

- Data Transparency 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, it will advise where further help can be obtained or act as advocate by contacting the other organisations 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.