

# Public Document Pack



West Devon  
Borough  
Council

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Date:

Dear Councillor

## WEST DEVON OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 6TH NOVEMBER, 2018

I refer to the agenda for the above meeting and attach papers in connection with the following item(s).

### **Agenda No    Item**

8.     Customer Satisfaction Survey (Pages 1 - 2)

Yours sincerely

Darryl White  
Senior Specialist – Democratic Services

Encs

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# CUSTOMER SERVICE STANDARDS

- We will use plain English and be upfront and honest about what you can expect from us and when
- We will provide a wide choice of ways to contact us:

## **24/7 online**

Where you can pay, book, apply, report and give feedback

## **By phone**

We aim to answer your calls to our switchboard number within 5 minutes, and try to sort things out for you there and then

## **By email or letter**

If you write to us, we aim to reply within 5 working days with an acknowledgement, a named contact and a deadline for resolving your issue

- We will provide support if you are a vulnerable person or cannot access the internet
- We will keep you informed throughout your contact with us

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