

**Malmesbury Town Council**  
***Our Service Standards***  
***Approved 12<sup>th</sup> March 2013***

We always try to improve the way we communicate with you. We are committed to meeting the needs of Councillors, staff and members of the public in a professional way and have created these standards to help us do this. We expect our Councillors and staff to meet these standards for communication not just with the public but also within the Council.

**Our contact standards**

**We will**

- greet you, whether in person or on the phone, in a polite and friendly way;
- give you our full attention and make sure that any communication is open, honest and as clearly worded as possible;
- give you clear and helpful information about our services and those provided by other local government organisations;
- review the ways our customers can get in touch with us so all our services can be used by everyone; and
- make sure that we keep any personal information we collect safe and use it only for Council purposes.

**Our phone standards**

- During our office opening hours, we aim to answer phone calls within 40 seconds, and introduce ourselves as Malmesbury Town Council.
- We will try to reduce the number of times your call is transferred. If no one is available to help you, we will take your details and make sure you are contacted about your enquiry as soon as possible.
- If we can't help you, we will do our best to put you in touch with an organisation that can.

**Our written standards**

**We will**

- let you know we have received your letter, email or fax within two working days;
- send you a full response within 20 working days, or contact you to explain the reason for any delay and let you know when you can expect a full response;
- give you the contact details of the person who will be dealing with your enquiry;
- reply to you in plain English; and
- respect your privacy. Your personal data will not be disclosed to a third party without your permission unless we are legally obliged to do so.

## **Meetings**

### **We will**

- arrive on time
- if unable to attend let you know why as soon as possible
- postpone the meeting only with the agreement of all those involved

### **Your views matter**

We are committed to providing a high-quality service which we continually try to maintain and improve. We welcome comments and suggestions that will help us maintain and improve our service to you.

Contact us;

- By phone: 01666 822143
- By email: [administration@malmesbury.gov.uk](mailto:administration@malmesbury.gov.uk)
- By letter – send letters to The Town Clerk, Malmesbury Town Council, Town Hall, Cross Hayes, Malmesbury, SN16 9BA.

## ***Comments and complaints***

We understand that things can go wrong and we try to put things right. If you are unhappy with any part of our service, please let us know.

### **What to do if you have a complaint**

You can complain to us in person, by letter, fax, email or phone. Please give us as much information as possible.

### **How to make a complaint**

- 1 Make your complaint informally to the person you have been dealing with.
- 2 If you are not satisfied with our response, you can write to the Town Clerk.
- 3 If you are still not satisfied, you can write to the Chairman of the Policy & Resources Committee, who will review your complaint and reply to you direct
- 4 Any letters to do with your complaint should be sent to the address above.

### **Our commitment to you**

We will reply to or let you know we have received your complaint within five working days and aim to give you a full reply within 20 working days.

If it is not possible to give you a full response, we will contact you to explain the reason and give you a date when you can expect to hear from us.

We will keep your complaint confidential