Kilburn Square Customer Services Standards 

**Our commitment to you**

You have the right to expect good quality, easily accessible council services and information.

Our service standards apply to everyone working for us.

**We aim to:**

* make it easy for you to access our building and find what you need
* welcome and greet you within five minutes of arriving at a customer service centre
* ensure that you do not have to wait for more than 30 minutes to be seen by an officer before your enquiry can be handled
* answer all calls received and respond to voicemails and messages within 1 working day
* acknowledge written enquires (by post or fax) within five working days
* respond to written enquiries within 10 working days
* acknowledge emails within 2 working days
* respond to email and SMS enquiries within 10 working days
* respond to all stage 1 complaints within 20 working days
* respond to all stage 2 complaints within 30 working days.

**You can expect:**

* all of our staff to be fully trained, customer service professionals
* us to help you with any council enquiry, complaint or suggestion
* to be given a warm and enthusiastic welcome
* to be provided with up to date information about your enquiry or complaint whenever you ask us
* to be sensitive to your needs and do our best to ensure that you can make best use of our service.

**You can help us by:**

* giving us all the information we need to help you
* letting us know if you have any special needs
* telling us how we can improve our services
* asking us to explain anything you're not sure of