Customer promise

This leaflet explains what you can expect when you contact us.

We aim to make Aylesbury Vale the best possible place to live and work by

- treating people as individuals and with respect
- being open and trustworthy
- providing a great service every time
- planning for the future
- finding better ways of doing things at less cost.

We aim to ensure everyone receives fair and reasonable treatment and opportunities. We have adopted the national Equalities Standard, which provides us with a framework for building equalities into all practices and procedures, so improving our service to customers.

Regardless of how you contact us, we will use language that is easy to understand and keep you informed of any changes.

Andrew Grant

Chief Executive

When you visit us we will

- keep to appointment times
- tell you how we will deal with your query and how long you may have to wait if you visit us without an appointment
- check you have all the information you need at the end of the meeting.

When we visit you we will

- do this by prior arrangement, where possible
- show you identification
- respect cultural differences, especially religious and festival dates, gender and age.

When you phone us we will

- answer calls to our switchboard or reception within eight rings and direct calls within five rings
- transfer your call or take a message if we are unable to help at that time
- tell you when we will phone back if we cannot answer your query when you call
- return calls as promised.

When you email us we will

- acknowledge your email within one working day
- either send a full response within ten working days, or contact you within five working days saying when we will respond
- ensure our departmental email boxes are checked at least once every working day.

When you write to us or send a fax we will

- either send a full response within ten working days or contact you within five working days saying when we will respond
- tell you who is dealing with your enquiry.

Help us to help you

Please help us to help you by treating us as you would like to be treated and telling us

- about any changes in personal circumstances that may affect the service we provide
- if you cannot keep an appointment
- if you need a service provided in a different way to meet your needs. For example, we offer translation services and operate induction loops and textphone for people who are hard of hearing
- how we can improve our service.

Listening to our customers

We welcome and encourage feedback from you. Your comments, compliments and complaints provide us with valuable information to help us improve our service. Please tell us if

- you have ideas about improving our service
- you have comments about our service
- you feel we have done something well
- we have not provided a service, taken too long or made a mistake
- we have failed to meet promises set out in this leaflet.

More information?

For more information, including how to make a comment, compliment or complaint, see our website:
www.aylesburyvaledc.gov.uk/comments
send us an email, or pick up a leaflet from our customer services centre

Where to find us

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Customer Service Centre
66 High Street, Aylesbury, HP20 1SD
Monday-Wednesday: 8.45am - 5.15pm
Thursday: 9.45am - 5.15pm
Friday: 8.45am - 4.45pm

We also have area offices at

Buckingham Centre, Verney Close, Buckingham, MK18 1JP
Tuesday & Thursday 9.30am - 5pm
Wednesday 9.30am - 2pm
Friday 9.30am - 4.45pm

Winslow Library, Park Road, Winslow, MK18 3DN
Monday and Wednesday 10am – 4.45pm

This leaflet is available, free, in large print or audio. Please call (01296) 585656

આ પત્રિકા તમે અમારા તરફથી સેવાના જે ધોરણની અપેક્ષા રાખી શકો તે સમજાવે છે. એક મફત ભાષાંતર માટે 01296 425334 નંબર ઉપર ફોન કરો.

یہ کتابچہ آپ کو معلومات مہیا کرتا ہے سروس کے معیارکےبابت جسکی آپ ہم سے توقع کرتے ہیں
مفت ترجمہ کے لیے اس نمبر پر فون کریں
01296 425334

November 2010

AYLESBURY VALE DISTRICT COUNCIL
66 High Street Aylesbury Bucks HP20 1SD
Tel: (01296) 585858 Fax: (01296) 585640
Textphone (01296) 585055
E-mail: custserv@aylesburyvaledc.gov.uk
www.aylesburyvaledc.gov.uk

AYLESBURY VALE DISTRICT COUNCIL

Making Excellence our Standard

AVDC Customer promise