GETTING IN TOUCH
& our pledge to you
How to contact us...

Email us at info@sstaffs.gov.uk or visit www.sstaffs.gov.uk

Tweet us at: @south_staffs

For general enquiries, telephone our customer services team on 01902 696000. For comments, compliments and complaints call our dedicated customer feedback number on 01902 696595. Lines are open from 8.30am to 5.30pm Monday to Friday.

Visit the council offices in Codsall. The office is open 8.45am to 5.00pm Monday to Friday.

Write to us at:
South Staffordshire Council, Council Offices,
Wolverhampton Road, Codsall, WV8 1PX

Other useful contact numbers

We know it’s not always easy to find the right number to contact to deal with your enquiry, so here are some popular ones that may be of help:

- Highway Enquiries (e.g. report potholes) call the County Council on 0300 111 8000
- Pest Control Enquiries call Stafford Borough Council on 0845 505 7378
- Education Enquiries including new admissions call the County Council on 0300 111 8000
- Social Services and Blue Badge enquiries call the County Council on 0300 111 8010
- South Staffordshire Connects Bus on 0300 111 8003
- South Staffordshire Housing Association on 0800 096 8690
- Job Centre Plus on 0845 6060 234
At South Staffordshire Council, we are committed to providing the highest standard of customer care regardless of how you choose to contact us. We believe the best way of doing this is by listening to you and responding to your individual needs. We want you to tell us if you have any comments, compliments or complaints about our services to help us continuously improve. You can use the form in this leaflet or contact us using the dedicated customer feedback information below.

- Email customerfeedback@sstaffs.gov.uk
- Telephone our dedicated customer feedback number: 01902 696595
- Complete the on-line feedback form at www.sstaffs.gov.uk/customerfeedbackform

We have also developed a Customer Charter that sets out the service standards that we are aspiring to achieve. The standards set out what you can expect, when you contact us and how we can help each other.

We want to be an organisation that is:

- Courteous, helpful, open and easy to contact
- Professional in our approach, taking pride in what we do
- Well informed, so that we can give customers the right information
- Committed to a 'one council approach' when delivering services
- Effective in listening and understanding different customers needs
- Striving to continuously improve and engage with our customers to do so

If you make a complaint, we will:

- Always try to resolve it informally with you first, either by phone or in person
- Acknowledge your complaint within three working days of receipt, if we cannot resolve it informally
- Ensure your complaint is taken seriously and is responded to by the relevant manager and/or the director dependent on the circumstances
- Investigate your complaint and aim to provide a full response within ten working days
- Let you know if your complaint is complicated and if we need more time, and also when you can expect a full response by
- Let you know what to do if you are still not satisfied and your right of appeal where appropriate
- If you do appeal we will investigate thoroughly and aim to provide a full response within 20 working days of receipt

To log a complaint call our dedicated customer feedback line on 01902 696595. You can read our full complaints policy at www.sstaffs.gov.uk/customerfeedbackpolicy
Our pledge to you:

Whenever you contact South Staffordshire Council, we will...

- Listen to you and try to resolve your enquiry at the first point of contact wherever possible
- Use clear and plain English in a format that is easy to understand
- Always wear an identity/name badge or tell you who you are speaking to
- Apologise if things go wrong and do our best to put them right
- Treat you fairly, respect your confidentiality and not discriminate against you

When you phone us, we will...

- Aim to answer the phone in 30 seconds or less*
- Greet you politely and clearly, tell you who you are speaking to and the name of the department
- Avoid using voicemail messaging, wherever possible. If they are used, we will respond to messages by the next working day
- Aim to put you through to the right person first time should we need to transfer your call
- When transferring your call we will pass on your name and the details of your query so that you don’t have to repeat yourself

* Please note the Customer Services Centre aims to capture 95% of calls offered, 70% of which to be answered in 30 seconds or less. This may be longer in peak times but we will always endeavour to do our best
When you visit us, we will…

• Create a welcoming atmosphere in our reception areas providing disabled accessibility and hearing loop facilities

• Aim to see you within ten minutes of waiting. If you have to wait longer than this, we will explain why

• Offer you a private interview booth or area if your issues are confidential or sensitive

• Ensure that all staff wear named identity badges so you know who you are dealing with at all times

• Provide help with language signing and language interpretation, if you let us know in advance

• Ensure that leaflets are kept up to date and opening times are clearly displayed

When we visit you, we will…

• Offer you a choice of appointments where possible

• Be on time and if we are running late we will make contact and let you know

• Always show identification and treat your premises with respect

• Contact you if we need to cancel an appointment, tell you why we need to cancel and arrange a convenient alternative
When you email or write to us, we will...

- Aim to acknowledge emails that need a response within one working day of receipt and within three working days if you send us a letter
- Send you an automatic reply if you email the general email address (info@sstaffs.gov.uk) so you know we have received it
- Tell you if your email or letter needs to be sent to a specialist department or person to better respond to your enquiry
- Send a full response to any email or letters within ten working days of receipt. If the request is complicated and requires more time we will tell you*
- Provide you with contact details, including name, address and telephone, for the person dealing with your enquiry
- Write clearly and use plain English when responding to you

You can help us by...

- Treating our staff with respect and courteousy
- Providing us with the information we may need to help you and letting us know about any changes in circumstances so we can provide you with the right service
- Letting us know if you need a language signer or interpreter in advance
- Keeping an appointment with us, or let us know as soon as possible that you wish to cancel or re-arrange

If you require this information in another format e.g., in large print, Braille, audio or in a language other than English, please contact the Customer Services Team on 01902 696000

* Excludes Freedom of Information requests, these will be responded to within 20 days of receipt
Tell us your views

either complete the form below or access it online at
www.sstaffs.gov.uk/customerfeedbackform

<table>
<thead>
<tr>
<th>Your name:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your address:</td>
<td></td>
</tr>
<tr>
<td>Postcode:</td>
<td></td>
</tr>
<tr>
<td>Your phone number:</td>
<td>Email:</td>
</tr>
<tr>
<td>Comment/Suggestion</td>
<td>Compliment</td>
</tr>
</tbody>
</table>

Details

(Please continue on separate sheet if necessary)

What would you like us to do?

Have you contacted us about this before?

If yes, please tell us who you told and when:
Tell us about you

The information you provide will help us improve and monitor our services and will be held securely in accordance with the Data Protection Act 1998.

<table>
<thead>
<tr>
<th>Are you?</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How old are you?</th>
<th>Under 16</th>
<th>16-24</th>
<th>25-34</th>
<th>35-49</th>
<th>50-64</th>
<th>65-79</th>
<th>Over 80</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is your ethnic origin?</th>
<th>(please tick one box only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>Mixed background</td>
</tr>
<tr>
<td>British</td>
<td>White &amp; Black Caribbean</td>
</tr>
<tr>
<td>Irish</td>
<td>White &amp; Asian</td>
</tr>
<tr>
<td>Other*</td>
<td>White &amp; Black African</td>
</tr>
<tr>
<td></td>
<td>Other*</td>
</tr>
<tr>
<td>Black or Black British</td>
<td>Chinese / Other Ethnic Group</td>
</tr>
<tr>
<td>Caribbean</td>
<td>Chinese</td>
</tr>
<tr>
<td>African</td>
<td>Any other*</td>
</tr>
<tr>
<td>Other*</td>
<td></td>
</tr>
</tbody>
</table>

Do you consider yourself to be a disabled person or having a long term Health Condition? Yes No

THANK YOU

Post your completed form to:
South Staffordshire Council, Council Offices, Codsall, South Staffordshire, WV8 1PX