

# Putting people first



Our key priority is to...  
Improve life for local people by delivering high quality services.

## All of us at Derbyshire County Council will:

- Try to provide the services you need when and where you want them.
- Be polite, helpful, open and honest in all our dealings with you.
- Treat you fairly and equally.
- Provide you with clear information about our services in plain language.

## If you telephone us we will:

- Try to answer within five rings.
- Tell you who you are speaking to.
- Try to deal with your enquiry within one working day.

## If you write, fax or email us we will:

- Acknowledge your email within 24 hours.
- Try to reply to you within 10 working days by telephone, fax, letter or email.
- Be clear and use plain language.
- Use Braille, large print and different languages if you need us to.

## If you visit us we will:

- Welcome you on arrival.
- Be clean, tidy and dress appropriately for our job.
- Deal with you promptly keeping any delays down to 10 minutes.
- Keep our reception areas clean, warm and comfortable.

## If we visit you we will:

- Be prompt and try to keep any delays down to 10 minutes.
- Show you our Derbyshire County Council identity card on arrival.
- Be clean, tidy and dress appropriately for our job.

## We will ask for your views on the services you use. We will:

- Use your comments to help us improve.

## If you are unhappy with the service you receive, we want to know. You can:

- Fill in a leaflet available from reception areas or Call Derbyshire on 08 456 058 058.

## If you make a complaint we will:

- Acknowledge your complaint within five working days.
- Investigate your complaint.
- Provide a written response within 20 working days.

Some services have other standards in addition to this Customer Care Charter.