

## Customer Charter

### Our Customer Contact Standards

We will:

- Greet you, whether in person or on the telephone in a polite and friendly manner
- Ensure that everyone is treated fairly and consider individual circumstances or special needs.
- Respect your privacy, dignity and confidentiality and, where necessary, provide private interview facilities.
- Give you our full attention and remain professional at all times ensuring that any communication with you is open, honest and as clearly worded as possible
- Continually review all of our methods of contact with customers, for example, telephone, email or via our website to ensure that these services are easily accessible to all.
- Provide you with clear and helpful information about our services and facilities and guide you on how to use them effectively.
- Try to ensure that all of our facilities and services are accessible to everyone.
- We will attend to you promptly when you are attending any of our offices.
- All public areas in our buildings will be clean, comfortable, and smoke free, with all facilities clearly sign posted and leaflets and other information clearly displayed.
- We will ensure all of our staff have regular customer care training to ensure that they are helpful and knowledgeable
- We will endeavour to refer you to reputable partners and suppliers and always recommend at least three suppliers to ensure fair competition.

### Our Written Standards

We will:

- Acknowledge all written correspondence requiring a response, including emails and faxes within 3 working days.
- Provide a response, where required to all written correspondence including emails and faxes within 10 working days. If this is not possible because, for example, the subject requires greater attention or prolonged investigation, we will contact you to explain the reason for the delay and wherever possible, give you a date when you can expect a further response from us.

### Comments and Complaints

East Durham Business Service is committed to continuous improvement and we recognise that we can always do better.

You can feedback comments to us via an online form on our website [www.edbs.co.uk](http://www.edbs.co.uk)

You can email us at [enquiries@edbs.co.uk](mailto:enquiries@edbs.co.uk)

You can phone us on 0191 586 3366

All comments and complaints will be followed up within 2 working days and a full reply within 10 working days

### Equality Statement

East Durham Business Service will promote equal opportunities for all sections of the community and we will combat discrimination and disadvantage.