

“Thank you for your enthusiasm and for sharing your interest and knowledge with us”



“Can I say how nice it is to deal with someone as dedicated as you”

Working together
 for **Exmoor - Our Customer Charter**

In fulfilling our National Park purposes and supporting delivery of the Partnership Plan we are accountable to all those who work in, live in and may seek to understand and enjoy the National Park. Our **‘SCRIPT’** values of **Sustainability; Customer Focus; Respect; Improvement; Professionalism; Teamwork**, lie at the heart of our Customer Charter.

Our Customer Charter Commitments

We will work hard to live up to our commitments to:

- Be polite, helpful and respectful
- Be fair, consistent and honest
- Do what we say we will do
- Listen to customer views and use them to make informed decisions
- Be open; clearly explain our decisions, actions, policies and performance and share our achievements
- Welcome and learn from feedback, and our own experiences, to continually improve our services
- Apologise if we make a mistake and endeavour to put things right

Our Service Standards

These are our minimum standards - we will always try to exceed them!

- Reply to letters, emails or faxes within 10 working days of receipt
- Answer all telephone calls promptly or call back within two working days if the person or information is not readily available.
- Provide information using plain language in an accessible and easily understood format
- Be on time to meetings or contact customers promptly if a delay is unavoidable

“Many thanks for all your efforts and your kind and open way of communicating”

“ I have never encountered such excellent service from a local authority”

Delivering our Customer Service Commitments

We know we cannot please everyone all the time and sometimes we will need to say no to people and disappoint them.

However, we will go a long way towards delivering great customer service if we **Be There** - listen to the customer and really try to understand their point of view and/or what they need from us

Make Their Day - let's not just meet expectations, let's try to exceed them

Choose Our Attitude - We can make a real difference to the way people approach us if we show we are genuinely interested in their views, approach improvements and change positively, look for the opportunities and not dwell on the negatives, and give and receive constructive feedback.

Someone who is frustrated, disappointed or angry may strongly express this during a visit or phone call and it is important to remain composed, allow them to have their say and acknowledge their issue before responding. Remember the customer is often angry with a process or wider Authority policy/decision not the person who happened to pick up the phone or go on site.

Very occasionally we may deal with customers who become verbally abusive. On site visits if you feel unsafe you should always leave and either arrange to return accompanied or contact the customer by telephone/email/letter. If a customer remains abusive, tell them that you would like to help but are unable to do so until they are calmer. Suggest you write to them/call back and end the call politely. It is ok to hang up if someone will not stop being abusive, despite your best efforts to calm them. Talk to your line manager or a colleague about such calls/visits and work together to respond appropriately.

