

MUCH WENLOCK TOWN COUNCIL

Customer service policy

The Town Council is customer focused with an aim to provide high quality services and value for money. Face to face communication between staff and customers is one of the many ways in which the Town Council keeps in touch with its community and it is important that both parties end all conversations with an equitable outcome.

This policy sets out a protocol for effective communication and best practice for staff to follow when dealing with members of the public.

Face to face etiquette

All employees must follow the guidance outlined below when dealing with visitors on behalf of the Town Council.

- All visitors will be greeted in a friendly and timely manner.
- All visitors will be treated with respect at all times.
- Staff will remain polite throughout all dealings with visitors.
- Staff will not be abusive or offensive to visitors.
- Staff will not be rude or abrupt.
- Staff will not use offensive language.
- When dealing with a complaint all staff will follow the procedure set out in the Town Council's Unacceptable Behaviour Policy.

Failure to comply may lead to formal disciplinary action.