



MACCLESFIELD TOWN COUNCIL

CUSTOMER CARE POLICY



Document Version Control

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Contents

1. Customer Care Policy



1. Customer Care Policy

- 1.1 The Council will treat all members of the public in a courteous and professional manner. It will recognise their needs as an individual or as part of a local community. It will always try to offer a way forward on the particular issue being raised.
- 1.2 In particular the Council will:-
- Provide information in accordance with its Publication Scheme
 - Respect confidentiality unless it is legally required to disclose information
 - Deliver its services in accordance with stated standards
 - Return telephone calls within one working day
 - Respond to letters and e-mails within 5 working days
 - Where it is unable to resolve an issue for a customer, it will advise where further help can be obtained or act as advocate by contacting the other organisations on the customer's behalf
- 1.3 If a customer has a grievance against the Council, it will be dealt with in accordance with the Council's Complaints Code.