

Yateley Town Council

Customer Service Standards Statement 2026



Yateley Town Council is constantly striving to improve the service it delivers to you, the resident. Our aim is to provide you with an efficient and courteous service.

We will:

- Treat you politely and with respect
- Listen to you and take your views, wishes, and needs seriously
- Use plain language and avoid jargon
- Not discriminate against you

When answering the telephone, we will:

- Aim to answer your call within six rings and greet you politely and clearly
- Tell you who you are speaking to
- Take a message or provide you with the correct number to call
- Return your answerphone messages within one working day

When dealing with your letters, we will:

- Provide an acknowledgement where requested
- Aim to respond to your enquiry within five working days

When dealing with your emails, we will:

- Provide an acknowledgement when requested
- Aim to respond to your enquiry within five working days

When you visit the Town Council Office, we will:

- Aim to ensure you are greeted within three minutes of arriving

When we meet you away from the Town Council offices, we will:

- Aim to be on time
- Wear name badges or carry official identification
- Provide a business card with contact details, where appropriate

When dealing with complaints, comments, and compliments, we will:

- Provide you with information about how to report
- Record complaints/comments/compliments and use them to review/improve our services
- Aim to respond to all complaints within 10 working days
- Treat complaints confidentially, while ensuring fairness to everyone concerned
- Inform you how you can take your complaint further if necessary
- Apologise when we are at fault and do our very best to put things right

We will keep residents informed and involved by:

- Producing information about the Town Council and our services that is accurate and useful through our website, social media, noticeboards, and newsletters
- Making this information accessible if you are a disabled person
- Using your feedback to help us make decisions

Amendment Record

Version 1: Agreed 07.04.25

Version 2: Proposed 13.04.26

Due for Review: April 2027