

## Customer Service Standards – Business Rates Team

### Service Overview

The Business Rates Team are responsible for the collection of National Non-domestic Rates (business rates), which is then passed over to central Government. A proportion of these funds are then redistributed back to the council. Business rates are one part of the way in which local government is financed. The administration of business rates is determined by legislation and guidance from the Government.

Much of our work is identifying the needs of our resident businesses including where they may qualify for exemptions and reliefs.

### Our Customers Promise

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

### Our Customer Groups

Our main customer group is businesses based within the borough of Oadby and Wigston but we also deal with Councillors and other council departments, including Finance, Building Control, Economic Regeneration and Planning.

### Our Partners

We work in partnership with the Valuation Office who determine the rateable value for each business premises.

### Access

Customers can access our service in the following ways:

#### **Face to Face**

Through contact with our visiting officer

#### **Phone**

By calling our Customer Service line on 0116 288 8961 (see our website for opening hours)

#### **Online**

By completing our Contact us form via our website, [www.oadby-wigston.gov.uk](http://www.oadby-wigston.gov.uk) access 24/7

#### **Email**

By emailing our Business Rates Team on [businessrates@oadby-wigston.gov.uk](mailto:businessrates@oadby-wigston.gov.uk) , access 24/7

**Our Standards**

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Have a business that you open or close in the borough	Issue an opening or closing bill accordingly	Within 6 days
Contact us by email or any other correspondence	Respond to you as quickly as possible	Within 10 working days
Contact us by telephone	Answer your call as quickly as possible and try to resolve your enquiry at first point of contact  If call backs are needed we will call you back as soon as possible	Answer 87% of calls received