

Customer Service Standards - Customer Services

Service Overview

The Customer Services Team is the first point of contact for all council enquiries, and we put the customer at the forefront of everything we do. We receive our enquiries through a wide range of access channels including over the telephone, online, email, face to face and virtual appointments. We are committed to achieving the highest possible standard of customer service and aim to provide services that are accessible, efficient, and reliable. We ensure that our staff are highly trained to resolve as many enquiries as possible at first point of contact. As well as dealing with Customer Enquiries, the Customer Service Team carry out admin duties and process enquiries for other teams in the council.

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 customer groups include Residents of the borough, these include home owners, council tenants, private tenants and Businesses, People working in the area and visitors to Oadby & Wigston using council services.

Our Partners

We work in partnership with both internal and external partners. External partners include, Helping Hands, First Contact and DWP. Our internal partners include all teams across the council.

Access

Customer can access our service by in the following ways:

Phone

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

Online

By completing our Contact Us online form via our website, www.oadby-wigston.gov.uk access 24/7

Email

By emailing our Customer Service Team on Customer.service@oadby-wigston.gov.uk access 24/7

Face to Face

Customers can visit our reception desk at our main council offices at Brocks Hill Country Park, for basic advice and handing in forms/documents. The reception is open on weekdays between 9.15am and 4.15pm (with a 30-minute lunch closure from 12pm - 12.30pm)

Customers can also request face to face appointments at the following times and locations:

- Elliott Hall, South Wigston on Tuesdays between 9am and 12pm
- Trinity Methodist Church, Oadby on Wednesdays between 10am and 1pm
- King's Centre, Wigston on Thursdays between 1pm and 4pm

Appointment must be pre-booked by calling the council's customer service team on 0116 288 8961.

Virtual Video Appointments

Customers can book a virtual video call with a member of our Customer Services team during our normal opening times or complete the online form. Request for appointments can be the same day, or for up to seven days in the future . Customers will have their appointment confirmed via email and sent a link to join the video call.

Our Standards

When you	We will	Timescale/Target
Contact our Customer Service Team	Make sure we are accessible for all customer needs.	We have a wide range of access channel, online, email, phone, face to face and virtual appointments. Translation services can be provided including BSL.
Call our Customer Service Line	Answer your call as quickly as possible. Greet you politely and clearly & tell you who you are speaking with	Answer 80% of all calls into the Contact Centre (75% in peak periods) Answer calls on average in less than 7 minutes

When you	We will	Timescale/Target
Contact us via email or via our contact us form	<p>Respond to you as quickly as possible.</p> <p>We may contact you by telephone or email for further information to speed things up.</p> <p>Our responses will be free from jargon and will use plain English to make it easier to understand.</p>	Aim to respond within 2 working days
Customer Satisfaction Survey	We strive to give the best possible service every time and undertake measurements to monitor this.	Aim to achieve an overall customer satisfaction target of 85%.