

Customer Service Standards – Human Resources

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 over the telephone in our call centre, online via our website and via email. 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 Partners

We work in partnership with both internal and external partners.

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

If the enquiry is complex a home appointment can be arranged with our Financial Inclusion Officer if necessary.

Our Standards

When you	We will	Timescale/Target
Submit a recruitment approval form and all associated paperwork	Post the advert following receipt of required information	5 working days
Are offered a role within OWBC	Send the conditional offer of employment following receipt of required information	5 working days
	Send the formal contract of employment following completion of pre-employment checks and confirmation of start date	5 working days
Request an employment reference	Complete and return the reference	5 working days
Have a change to your terms & conditions and/or pay	Write to you to confirm the change	15 working days
Resign from OWBC	Write to you to acknowledge your resignation and offer an exit interview	7 working days
Are referred to Occupational Health	Process the OH referral following receipt of the employee consent?	10 working days