



**STOTFOLD TOWN COUNCIL**  
**CUSTOMER CARE POLICY 2025**  
**VERSION 1**

**1. Purpose**

Stotfold Town Council is committed to providing high-quality services to all residents, visitors, and stakeholders. This policy sets out the standards of customer care that the Council will uphold in all interactions and provides a framework for how we engage with the community.

Our aim is to ensure that every individual receives a professional, respectful, and timely service, whether in person, over the telephone, in writing, or online.

This policy applies to:

- All Town Council staff, councillors, volunteers, and contractors when acting on behalf of the Council.
- All forms of contact with the Council, including face-to-face, telephone, email, written correspondence, and social media.

**2. Our Commitment**

The Council is committed to:

- Treating everyone with respect, fairness, dignity and courtesy, dealing with residents with empathy and understand, especially when residents are distressed or dissatisfied.
- Responding to all enquiries promptly and professionally.
- Providing clear, accurate, and accessible information.
- Listening to feedback and using it to improve our services.
- Ensuring all staff and councillors are trained in customer care.

**3. Service Standards**

**We will:**

- Acknowledge written correspondence (letters, emails) within 3 working days and provide a full response within 5 working days.
- Answer telephone calls promptly and courteously, aiming to resolve queries at first contact where possible.
- Welcome visitors to the Council office in a friendly and helpful manner.
- Make reasonable adjustments to meet the needs of people with disabilities or additional requirements.
- Be transparent, providing clear, accurate and consistent information.
- Explain decisions, processes and reasons for actions taken.
- Admit when mistakes have been made and work to resolve them.

**4. Customer Expectations**

In return, we ask customers to:

- Treat Council staff and representatives with respect.
- Provide accurate information to help us respond effectively.

- Understand that some matters may take time to resolve or may be outside the Council's legal powers.

The Council has a duty of care to its staff and councillors. We will not tolerate:

- Abusive, threatening, or discriminatory behaviour.
- Persistent or vexatious complaints.

Where such behaviour occurs, the Council reserves the right to restrict or refuse contact, in line with its [Vexatious Complaints Policy](#).

#### **4. Feedback and Complaints**

- We welcome feedback, both positive and negative, to help us improve.
- Complaints will be handled in line with the Council's Complaints Policy, ensuring a fair and timely resolution
- Anonymous feedback may be considered, but we may be limited in our ability to investigate fully.

#### **5. Confidentiality**

All personal information will be handled in accordance with the GDPR and the Council's Privacy Notice.

#### **6. Review**

This policy will be reviewed annually or in response to significant changes in legislation or council practice.

#### **Revision History:**

| <b>Version</b> | <b>Date</b>   | <b>Notes</b> |
|----------------|---------------|--------------|
| 1              | November 2025 | Adopted      |
|                |               |              |