



You Said, We Did

We are pleased to hear from you regarding our service. Below you will see what we have managed to do with the feedback we have received. The feedback is collated from our Council Tax Customer Satisfaction Survey 2008/09

You said: "Sometimes it can take a long time to get through on the phone"

We have: in partnership with our colleagues at the Customer Service Centre, we have increased staffing levels during busy periods as well as promoting alternative methods of contact.

We have also introduced a new service standard for our 01506 776982 telephone number to answer 80% of non-abandoned telephone calls before the customer is asked to leave a voice mail

You said: "I left a voice message but no-one called me back"

We have: as a result of this comment, office procedures have been changed and a new service standard has been introduced for our 01506 776982 telephone number. This is to call back 95% of customers who have recorded a voice mail message within two working days of the message being recorded

You said: "Unfortunately email cannot be used for everything and I had to complete a postal form to complete my business with the council"

We are: currently developing a range of E-forms so that the most common forms can be completed online.