

Our customer promise

Oldham Council takes customer care seriously – we understand that the way we deliver services is important to our local communities, so we are making customer care central to the way we do business. We will:

- Make our services easy to use and give choices where possible
- Be honest, approachable, professional and polite and always put customers first
- Treat customers with dignity, respect and let them know how long it will take to deal with queries
- Deal with enquiries straight away where possible or make appointments with a person who can help
- Apologise if things go wrong and do our best to put things right quickly
- Use views to help make improvements to services and provide value for money

Our Customer Service Standards

When dealing with customers by phone we will:

- Aim to answer calls within 20 seconds and deal with enquiries at that point, wherever possible.
- Welcome callers - give your service area and name.

When dealing with emails sent to service email addresses we will:

- Acknowledge the receipt of the email within 24 hours and give the contact details of the person replying to the enquiry.
- Provide a full response to the enquiry within 5 working days.
- If this is not possible, explain why within the 5 day response window and provide a proposed new deadline date.

When dealing with emails sent to named officers we will:

- Acknowledge the receipt of the email within 24 hours and advise that a full response within 10 working days.
- Add a reminder to the email and ensure a full response is provided within 10 working days.
- If this is not possible, explain why and provide a proposed new deadline date.

When customers write to us we will:

- Acknowledge that we've received the letter within 5 working days.
- Provide a full written response to the enquiry within 10 working days.
- If this is not possible, explain why and provide a proposed new deadline date.

If customers have a complaint we will:

- Acknowledge that we've received the complaint within 5 working days.
- Give the contact details of the person replying to the enquiry.
- Fully investigate complaints and provide a response within 15 days.
- If this is not possible, explain why and provide a proposed new deadline date.