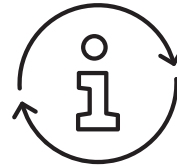

Calderdale Council's Customer Promise

Our vision of 'Getting it right first time, every time' is the driver behind our customer promise. It sets out the standards and principles of how we deliver services to our customers and ensures that the services we deliver continue to be aligned to the needs of our customers?

- **We will be clear how you can contact us and access our services**

- Communicating with you online (email/ website/social media) where possible and appropriate. This means you will receive responses quickly and conveniently
- Find the best way to help you if you have specific access needs
- Ensure our services are inclusive and responsive



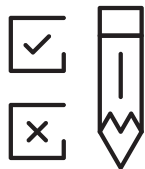
- **We will get things done**

- Aim to answer your query when you first contact us. If we can't do this, we will tell you clearly what will happen next
- Ensure our staff have the tools, skills, and behaviours to deliver the service you need
- Keep you informed with up-to-date information about the services you use



- **Continuously review our performance**

- Customer satisfaction and ease of access
- Compliments, complaints, and feedback
- information about how our customers contact us
- surveys and engagement with results published on our website.



- **We will listen to you and treat you with respect**

- Be clear and easy to understand in all our communication with you
- Give you confidence your data is secure
- Work together with other services internally and across the borough to make it easier for you to get the help you need



- **Please tell us how we are doing**

- We welcome all feedback especially when things don't go right. We will ensure this information is used to improve our services
- If you would like to provide a detailed compliment or complaint please contact the Complaints and Compliments Team

