

Customer Service at Fylde



FYLDE BOROUGH COUNCIL

Customer Service at Fylde

This leaflet outlines the customer focused approach to service delivery at Fylde Borough Council. The council has changed the way in which it deals with customers making it easier for you to contact us by providing dedicated one stop shops for all our services.

Our Aim

To deal with 80% of customers at the first point of contact whether by phone, in person, in writing or by e-mail.

Our Employees

All employees are trained to deal with customers effectively and efficiently and to portray a positive image of the council.

Our Objective

To achieve high levels of service satisfaction with all our customers by dealing with them in a polite and friendly manner at all times.

Data Protection

All personal information will be treated confidentially in accordance with the Data Protection Act.

Being Customer Focused

Customer focus is about treating the customer with respect at all times and putting the customer first when delivering services.

Your Information

Customer feedback is used to continually improve the service we deliver and your comments and suggestions are always welcome.

Continuous Improvement

Customer feedback and regular research is used to improve the services delivered by the council. The customer focus approach recognises the changing expectations of customers.

Regular engagement with the customer tells us what we need to change and improve to bring you a better service. Only by working together will it be possible to deliver the service people want.

Contacting the Council

Fylde Borough Council is committed to delivering better access to council services for all residents, businesses and visitors.

We understand that not everyone wants to access services using new technology and that some people prefer a face-to-face approach or the telephone.

The council has opened two Fylde Direct contact centres, based in St. Annes and Kirkham. Both of these have extended opening hours, Customers can also access information and services over the telephone, face-to-face, electronically or using the post.

Visiting the Council in person

Fylde Direct centres are located in St. Annes and Kirkham. These are modern purpose built centres designed to deal with customers in person. There is a dedicated team of Customer Service Specialists at the Fylde Direct centres and they aim to deal with your enquiry as quickly possible.

Contacting us by phone

There is one single number for you to use to call the council **01253 658658** which will be answered by a trained Customer Service Specialist. The team aim to answer all calls within 10 rings, however, if that's not possible then the phone system will capture your number and we will call you back.

E-mail the Council

A single e-mail address has been set up for you to contact the council that will go straight through to the Customer Service Team. We aim to respond to every e-mail within one working day. If we cannot provide a full response we will still contact you to let you know who is dealing with your enquiry and when you will get a full response. The e-mail address to use is: **listening@fylde.gov.uk**

Writing by post

You can always use pen and paper to contact the council. We aim to respond to all written correspondence within 5 working days. If it is not possible to provide a full response within 5 working days you will still get a reply telling you who is dealing with your enquiry and when you will get a full response. You can write to the council using the address below:

Fylde Borough Council
The Town Hall
Lytham St. Annes
Lancashire
FY8 1LW

Access to information

The council holds a significant amount of information including personal information about residents and customers. You have a right to know what type of information we hold about you and you can request to have a copy of that information. There is a charge for this service.

Information that is not particular to an individual is made available to the public as a matter of policy unless there are commercial or legal grounds for not doing so. From January 2005 you have the right to request information from the council under the Freedom of Information Act that is not already made available to the public.

For independent advice on Data Protection, data-sharing issues or Freedom of Information, you can contact the Information Commissioner at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545745
Web site: www.informationcommissioner.gov.uk

As part of the council's commitment to providing easy access for customers we have provided six interactive kiosks. These kiosks are **free** to use and provide unlimited e-mail and internet access. The kiosks are located at the YMCA in St.. Annes, at Lowther Pavilion in Lytham, at Morrisons Superstore on Squire's Gate, at the Safeway store in Kirkham and in the two Fylde Direct Centres.



FYLDE BOROUGH COUNCIL

Dealing with Complaints

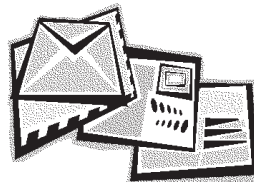
If you have a complaint then let us know, we are happy to help and we will take action. Your complaint is important and will help us improve the service we deliver to you. You can make a complaint in whichever way is easiest for you:

By Telephone **01253 658658**

By Fax **01253 713113**



In Writing **Fylde Borough Council
The Town Hall
Lytham St. Annes
FY8 1LW**



By E-mail **listening@fylde.gov.uk**



In person **The Fylde Direct Offices**

St. Annes Fylde Direct

Kirkham Fylde Direct

**Public Offices
292 Clifton Drive
St. Annes
FY8 1LH**

**Public Offices
5 Moor Street
Kirkham
PR4 2AU**



There are three stages to the complaint process at Fylde.

STAGE ONE: The section responsible for the service will deal with your complaint. All necessary details will be taken down and where possible the complaint will be dealt with immediately. However, where it is not possible to deal with the complaint immediately you will be told who is dealing with the complaint and when a response will be provided.

STAGE TWO: If you are not satisfied with the response you are given by the section responsible for the service, or you do not get a response, the complaint should be referred to the Business Manager of the service area concerned. The Business Manager will investigate the matter and provide a response within 5 working days.

STAGE THREE: If you are still not satisfied with the outcome from the response at stage 2 you can escalate the complaint to the Chief Executive. The Chief Executive will arrange for a senior officer, who is independent of the service in question, to deal with the complaint. A response will be provided within 5 working days.

Local Councillors - you can at any time, refer a complaint to your local Councillor, who may take up the complaint on your behalf. Details of your local councillor can be found on www.fylde.gov.uk or by calling our Customer Service Team on 01253 658658.

Or visit the Ombudsman web site: www.lgo.org.uk

Local Government Ombudsman – if you are not satisfied with the way in which your complaint has been handled then you can contact the Local Government Ombudsman. They will want to be sure that you have gone through the official internal process first and that the Council has had the opportunity to address the complaint.

Local Government Ombudsman
Beverley House
17 Shipton Road
York
YO30 5FZ

Telephone: 01904 380200
Fax: 01904 380269

You can call a national advice line on: **0845 602 1983**

Our Policy

Employees at Fylde Borough Council are committed to providing exceptional customer care at all times to every customer at every point of contact.

As part of our continuing commitment to providing the best possible services to our customer, we need to know when you are dissatisfied, how you think we can improve and when we are getting something right. It is important that you provide feedback so that we can improve the service we deliver.

Working Together

This leaflet outlines our commitment to you and the standard of service we will deliver. We want your experience with the council to be a positive one but this can only be achieved with your help. Council employees will not put up with abusive language or threatening behaviour directed at them or other customers. The council will take action, including prosecution, against anyone who threatens or verbally abuses employees.

Comments or Suggestions

The council is always working to improve the way in which it communicates with the community. If you have any comments or suggestions or about this leaflet or any other council publication or web page then please contact us on:

Tel:

01253 658658

or e-mail:

listening@fylde.gov.uk



FYLDE BOROUGH COUNCIL

This leaflet is available in Large print format

Printed by Short Run Print
01253 86 22 88

Date : August 2005
Code: SRP-1184
Authorised by: