

Customer Service Charter

Fylde Council is committed to excellent customer service, this charter explains the standards you can expect from us.



We will aim to answer your enquiry at the first point of contact wherever possible.



During office hours, we aim to answer your telephone calls within 4 rings.



When you request a service by web or email, we will acknowledge receipt and response within 2 working days.



We will reply to letters within 5 working days of receipt.



If more time is needed to answer your enquiry, you will be told who is dealing with it and how long it will take.



On average, we aim to see our customers within 6 minutes of arrival at Fylde Direct one stop shop.

IF WE FAIL, PLEASE LET US KNOW



TELEPHONE

01253 658585



ONLINE

Fylde.gov.uk
@fyldecouncil



POST

Town Hall, St.
Anne's FY8 1LW



CONTACT Fylde

Direct, Public Offices,
292 Clifton Drive
South, St Annes,
Lancashire, FY8 1LH



TEXT

07860 003290



FEEDBACK

fylde.gov.uk/haveyoursay