

Customer Satisfaction Action Plan 2020

The Council takes the views of customers seriously and is committed to respond to any issues that emerge from customer feedback; these comments are a sample taken from our recent survey.

Service Standard	Action	Updates as Appropriate
Unable to locate the Council's telephone contact number.	Speak to Communications Team to raise awareness to see if enhancements can be made to our current website. Promote alternative access channels, via social media, website and information in the Hubs and Customer Services Centres.	Promote access channels, Contact Centres, website, web forms, social media etc.
Some customers choose to visit the Hubs and Customer Services Centres to make payments via our machines.	The council is investing in alternative access channels to enhance the customer's experience. Pay Point will go live shortly creating an alternative access channel for our customers allowing payments at various multiple outlets across the district.	Promote the availability of Pay Point, via website, social media, information in the Hubs and Customer Services Centres.
Compliments received on the service the Customer Services Officers deliver.	Officers continue to deliver high levels of customer service to all of our customers. These comments are fed back to the team, boosting morale and motivation.	Staff receive ongoing training to increase their product knowledge which assists with delivering a high level of service, improving customer confidence and maintains high satisfaction levels, ultimately enhancing the Council's reputation.
Some customers visited the website but were unable to locate the relevant information so have chosen to contact the Customer Services Team via an alternative method.	This valuable information is feedback to the Communications Team, and used to assist with future development of the Council's website, ensuring customers continue to use it and have a better experience.	Continue to promote our access channels to our customers; Communications Team can promote changes via social media and our website.