

Customers First

what you can expect when you
use council services



We are committed to delivering efficient and effective services to all
our customers in a fair and equal way.

'Customers First' is our set of standards for the level of service you
can expect from us. The standards also explain what we expect from you
and what to do if things go wrong. We will monitor our performance
against these standards to check that we are getting it right.

This leaflet gives a summary of our customer service standards and
contact details if you would like more information.