

Customer Care Standards

When you use our services we will listen to you to make sure you get the service you want/need, if we can.

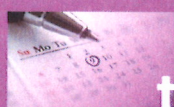
Accessible



You can get in touch digitally, by phone or by coming into our buildings. Let us know how you want us to contact you.



Clear timescales



If we need to get back to you, we will let you know when this will be.

Approachable

We will treat you with dignity and respect, listen to you, and take your concerns seriously.



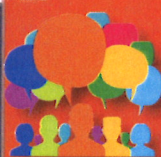
Informed

We will help you to understand what is happening, the best route for you to follow, and if there are any changes to timescales.



Clear communication

We will use plain language and we will check you understand what is happening.



Knowledgeable

We will know and understand our own processes and procedures so that you get the right service and we can help to resolve your queries/concerns.



How do we know we are getting it right?

Everything we do is underpinned by our values:

- Being open, honest and trusted;
- Treating people fairly;
- Spending money wisely;
- Working as a team for Leeds;
- Working with Communities

We will measure timescales, and use customer surveys and feedback to share and learn from your experience of using our services.

