



Customer Services

We listened to you

In 2008 you said

Only one room available for my wedding in the Register Office

A comment was made that the chairs in Kirkby One Stop Shop waiting area were dirty

A complaint was made about staff identity

We did

Introduced an outdoor ceremony facility and another room inside the building to give our customers three venue choices

We arranged to have them steam cleaned and replaced where necessary

We now ensure all staff wear their ID badges at all times and approach customers with an introduction of who they are

In 2009 you said

We would like an online booking service for registrars appointments

You were finding it hard to get through on the telephone to the registrars office (especially on a Monday morning)

I would like to pay by card at the registrars office

At times it was difficult to contact us about your taxi licence

When applying for your licence you wanted to be able to pay by card

You wanted easier access to make bookings for the centres for learning across the borough

Job vacancies weren't advertised on the job notice boards in the one stop shops as quickly as they could have been

You felt you were waiting too long to report neighbourhood issues such as a missed bin or to make a booking

We did

Introduced an online booking option on Knowsley Council's website

Transferred calls through the Council's contact centre on 0151 443 2900 to improve accessibility

Provided the option for you to pay by credit or debit card

Transferred calls through the Council's contact centre on 0151 443 2300 to make it easier for you to get through

Made it possible for you to make payments by credit or debit card in the one stop shops

You can now call us on 0151 443 2700 to make a room booking for any of our centres for learning

We now make sure that job vacancies are displayed immediately

We have made it possible for the reception point to deal with this type of enquiry

Thank you for your comments, they have helped us to improve our services.

