

Customer Care Policy

Our Promise to You

Knowsley Council is committed to delivering a good level of service to all of its customers and this charter sets out the standards of customer service that you can expect the Council to deliver.

Our aim is that you are dealt with:

- Fairly
- In a helpful and courteous manner
- Within an agreed timescale and inform you if this is not achievable
- By well trained staff who are happy to help you
- In clean and tidy accommodation with private rooms available should you need one

We will always:

- Be open, honest and explain any decisions we make to you
- Ensure that our staff take responsibility for dealing with your enquiry and when they can't that they refer it on to someone who can help
- Allow you to make informed choices by giving you as much information as possible
- Provide assistance on request to help you to access our services
- Welcome your feedback and use it to improve what we do
- Tell you how we are performing
- Act in accordance of the law and maintain confidentiality at all times

We would like you to:

- Treat all our staff with respect
- Provide us with all of the information we need to help you
- Help us to improve our services by telling us what you think
- Tell us if you are not happy with the service that we have provided you with

Please note that the human rights of our staff are paramount. If you do not therefore treat our staff with dignity and respect, we will refuse to deal with your enquiry or request on that occasion and will only do so later on when it has been expressed or presented in a more acceptable manner. We will also consider whether we need to restrict how you make contact with the Council in future.

Have your say - we want to listen

We will:

Listen to your complaints, comments and suggestions.

If you make a complaint by letter, email, telephone (for Children's and Adults Social Care) or online via our website (for these and all other complaints) we will:

- Acknowledge the matter that you have raised by within 3 working days
- Provide a full response within 15 working days, or if this is not possible, a letter advising you of our timescale for a full reply
- Respond with a full and clear explanation
- Apologise if we have made a mistake, and put things right as quickly as possible

How to contact us

You can contact the Council to "Have your Say" in the following ways:

- Email us at HaveYourSay@knowsley.gov.uk
- Visit our website at www.knowsley.gov.uk
- Write to us at Customer Liaison Team, 5th Floor Municipal Buildings, Huyton, Knowsley, Merseyside, L36 9UX
- Telephone us on 0151 443 3231 (Children's and Adults Social Care only)

