



Our Service Standards



Rules about what you can expect when you contact us



About our Standards

We are Stroud District Council. We support the people who live in Stroud.



People contact us about lots of things. This might be for things like:

- help with a question or problem



- information and advice



- help with paying for a service



- if they are unhappy about something



We want to give everyone who contacts us the best service.



To do this, we have written some rules. These rules say what we will do if someone contacts us.

We call these rules **Service Standards**.



Staff in all of our service areas will follow these rules.



These rules tell you what you can expect when you contact us.

What we will do when someone contacts us



It does not matter how you contact us. We will always do these 4 things.

1. We will be helpful

We will:

- try to help you as quickly as possible
- try to do what we said we would do to help. We will keep in touch with you until the problem is solved
- explain what we are going to do and why. We will be clear and easy to understand





- listen to you and take you seriously. We will use what you tell us to make our services better

2. We will be fair and honest

We will:



- treat you fairly and with respect



- say sorry if we have made a mistake and try to put things right.

We will learn from what has happened and make sure we do things better in the future



- keep what you tell us private and safe

3. We will be friendly and understanding

We will:



- be polite



- make sure we understand your needs and you feel your voice has been heard



- do the best we can to help you

4. Make sure everyone can use our services

We will make sure:



- all our information is up to date



- you know where to get the information you need



- we give you information in the way that is best for you.

What you need to do

To help make sure we give you the best service, you must:



- make sure what you tell us is right and up to date



- tell us as soon as you can if things go wrong. This will help us to try to fix things as quickly as possible



- let us know if you can't come to a meeting or appointment



- treat our staff and other people with respect



- let us know if you are unhappy with our services

Rules we will follow if you contact us:

By phone

You can phone us on a weekday between:



- **8.45am to 5.00pm** Monday to Thursday

and

- **8.45am to 4.30pm** on a Friday

We will do our best to answer within 1 minute.



We will always introduce ourselves properly, so you know who you are talking to.



If we have to pass you on to someone else, we will tell them about you.

This means you won't have to keep saying the same thing all over again.



If there is no one to take your call, you can leave a message. We will try to answer all messages by the end of the next day.



If we leave you a message, we will tell you how you can contact us back.

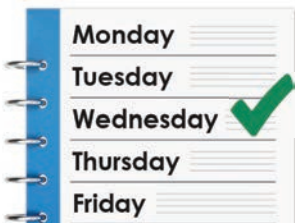


By email

If you email us, we will let you know we have got your email.



If the person you email is off work, you will get an automatic email. This email will tell you:



- when the person will be back at work

and

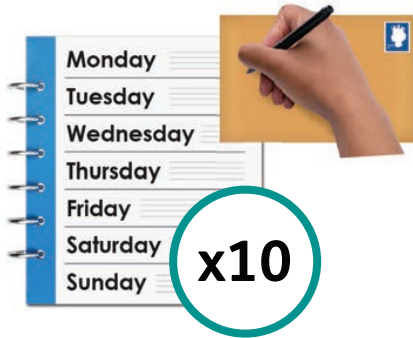
- who you can contact if it is an emergency



We will reply to all emails as soon as we can. This should take no longer than 10 days.



If it will take longer than 10 days, we will let you know why. We will tell how you long it is going to take.



By post

We will reply to all letters as soon as possible. This should take no longer than 10 days.



If it will take longer, we will let you know why. We will tell how you long it will take.



We will let you know who is going to help you, and how to contact them.



On our website

We have lots of information on our website. You can fill in a form to contact us:

[Online form | Stroud District Council](#)



We will pass on your message to the right service area. They will try to answer you as soon as possible within 10 days.



On social media

You can follow us on Facebook, Twitter and Instagram.



We try to read all of the messages and comments. We use what they say to make our services better.



We will reply to any questions as soon as possible. This should be within 5 days.



If you come to see us

We will do our best to be on time for your appointment.

If we are running late, we will let you know.



If you do not have an appointment, we will try to see you within 15 minutes.



If this is not possible, we will book an appointment for you to see someone within 5 days.



Our offices are clean and safe. We will have spaces for you to talk to us in private.



We will always do our best to meet everyone's needs.



If there is any extra support you need for your appointment, please tell us. We will do all we can to help.



If we come to see you

We will be on time. We will let you know if we are running late.



We will treat your home with respect.



We will show you our ID card and say why we are there. You can ask to see the badge before you let anyone in.



If you are out when we come, we will leave a note. This will tell you how you can contact us.

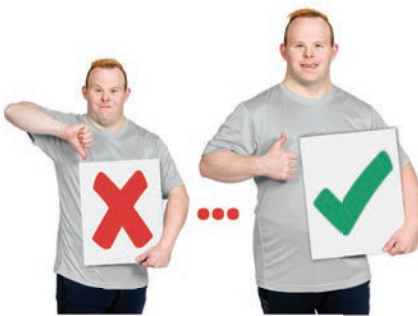
If you have a complaint



We always try to give the best service. But sometimes things can go wrong.



A **complaint** is when you tell us you are not happy. This might be with our services or how you have been treated.

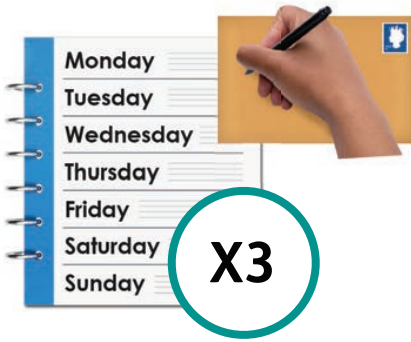


We want to know if you are unhappy or you have a complaint.

We can use this to make our services better.



We will take any complaints seriously.



If you complain, we will:

- write to you within 3 days to let you know we have got your complaint



- look at your complaint properly and fairly. We will decide what we are going to do to sort out the problem



- write to you to you within 10 days to tell you what we are going to do. If it is going to take longer, we will let you know