

## When you use our services...

### We will:

- Listen to you about improvements we can make to our services
- Let you know the name of the person you are dealing with
- Be open and honest with you
- Value and respect the diversity of our customers and try to meet the needs of customers with specific requirements
- Ensure our staff are trained to do their jobs effectively and efficiently.

### Our aim is to:

- Get things right the first time
- Work with partner agencies and communities to improve our services
- Reply to letters within 15 working days
- Make sure we do not disadvantage or discriminate against any of our customers
- Improve efficiency and service whilst reducing costs.

### We will not:

- Always be able to give you what you want; if we cannot we will, where possible, offer you options or alternatives
- Use unnecessary technical terms or jargon when explaining things to you
- Accept any form of abuse or discriminatory behaviour against our staff or our customers.

**Please note: where a time frame is specified this is working hours/days.**

This written information is available on request in other formats or languages.

## Make a comment about our services

We welcome your comments so we can improve our services. If you would like to make a comment, compliment or complaint please let us know by telephoning 023 8083 3050 or by emailing [complaints@southampton.gov.uk](mailto:complaints@southampton.gov.uk) or you can ask a member of staff for a complaints form.

Text Relay: dial 18001 in front of any of the council's full telephone numbers to access our services via British Telecom Text Relay.