

# CUSTOMER SERVICE CHARTER

Somerset County Council will provide the good quality accessible services that people need to ensure that Somerset is a safer, healthier and more prosperous place in which to work, learn or visit.

[WWW.SOMERSET.GOV.UK](http://WWW.SOMERSET.GOV.UK)



- We will **provide easy to understand** and up to date information about the services we provide.
- We will **deliver services as promised** and resolve any problems that may arise.
- We will **treat you in a friendly and respectful way** and we ask that you do the same with us.
- We will **listen to your suggestions and concerns** and will work with you to improve what we do.
- We **will ask you** how we can do better.
- We will try not to pass you on to more than one person and **will keep you up to date**.
- We will make sure that our staff are well trained and understand your needs.

If you have a concern or would like to make a comment or suggestion, you can tell us by telephone on 0845 345 9166, use a comment form available from any Somerset County Council reception or ask to speak to a manager.