



Customer
Service
Standards

FACT SHEET 9

CUSTOMER SERVICE STANDARDS



How to contact us

In person:

During office hours at the Town Hall, Matlock open 9am to 5pm Monday to Friday.

In writing:

Derbyshire Dales District Council
Town Hall
Matlock
Derbyshire
DE4 3NN

By telephone:

Switchboard number for all offices: 01629 761100

Switchboard and reception opening hours 9am until 5pm
Monday to Friday

By fax: 01629 761148

By email: enquiries@derbyshiredales.gov.uk

OUT OF HOURS EMERGENCY

In an emergency, outside office hours, please contact the
Emergency Control Room on: 0844 770 3501

‘Providing Excellent Services to all our Customers’

At Derbyshire Dales District Council we take pride in the way we deal with our customers. We aim to provide you with an efficient and high quality service at all times.

This is achieved by our commitment to continuous improvement of service delivery.

At Derbyshire Dales we will:

- Treat you fairly and equally
- Provide a pleasant and courteous service at all times
- Be helpful and responsive
- Provide you with good quality information about our services.

If you visit us we will:

- Welcome you on arrival
- Wear name badges and treat you with respect
- Keep our reception areas clean and tidy
- Keep waiting times down to no longer than 10 minutes
- Have our opening times clearly displayed at all our offices.

If you telephone us we aim to:

- Answer your call within 10 seconds
- Greet you politely, clearly and tell you who you are speaking to
- Respond to voicemail messages within one working day
- Keep our voicemail announcement up to date.



If you write, fax or email we will:

- Reply within 10 working days
- For more complicated enquiries we will send an acknowledgement within 5 working days to inform you of an estimated date when a more substantive reply will be given
- Use clear, jargon free language.

Improving our service

We welcome your suggestions for improving the level of service you receive from us. If you wish to make any comments please use the form available from any of our reception areas or request one by telephoning 01629 761100.



If, despite our best efforts, you wish to make a complaint about our service, we will:

Acknowledge your complaint and try to provide you with a full response within a further 10 working days.

Monitoring our success

We set targets to measure how successful we are in delivering the standards set out in this Charter. The results are detailed in our Performance Plan. A copy of the plan can be found on our website derbyshiredales.gov.uk or by telephoning the customer. Contact Team on 01629 761100.

COUNCIL OFFICES

Ashbourne – Ashbourne Leisure Centre.
Bakewell – Agricultural Business Centre.
Matlock – Town Hall, Bank Road.

Switchboard number for all offices: 01629 761100

Switchboard and reception opening hours 9am until 5pm
Monday to Friday

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Emergency Control Room on: 0844 770 3501

This information is available free of charge in electronic, audio, Braille, large print and other languages. Please call 01629 761100 for help or more information.

We have made every effort to ensure that this information is correct and up-to-date. However, Derbyshire Dales District Council cannot accept responsibility for any loss, damages or inconvenience caused by any errors or omissions.

Printed by Peak Press Ltd and Published by Derbyshire Dales District Council, Town Hall, MATLOCK, Derbyshire DE4 3NN
www.derbyshiredales.gov.uk