

Middlesbrough Council Customer Charter

Customer Charter principles

We want to provide easy access to the information and services that you need most, using **MyMiddlesbrough**, the online solution for our customers.

Whether it's to report a missed bin collection, check your Council Tax statement or offer feedback, you can do this online on our website, which you can access using any device, any time of the day, offering you progress updates and a faster response.

What you can expect from us:

- You the customer, will always be our focus
- We will give you the ability and support to 'Do it Online'
- Give us your information once and we'll always do our best to remember it!
- We will keep it simple
- We will get it right the first time
- We will treat you fairly and with honesty

You can help us by:

- Using our website to access Council services
- Treating our employees fairly and with honesty
- Providing us with all the information we need in order to help you; informing us of any changes in circumstances
- Helping us to improve by offering feedback and suggestions



To contact the Council go to **MyMiddlesbrough** on our website middlesbrough.gov.uk or call our customer contact centre on 01642 245 432.

Customer standards

Our website is 24/7 and should always be your first port of call; you will be able to:

- Report, pay, book, update, apply for and more
- Register for a customer account which will offer a personalised and interactive service
- Access Council news and information concerning your local community
- Request help and support to access and navigate the self-serve elements of our website

If you're unable to access the Council website and choose to contact us by telephone, we will aim to:

- Answer your call as quickly as possible, giving our name for your reference

If you contact us by email or in writing, we will aim to:

- Resolve your enquiry at first point of contact and if this is not possible, we will acknowledge receipt of your correspondence where appropriate
- Reply using plain, jargon-free language
- Advise whether you require a specialist department to respond; keeping you informed
- Resolve your query at first point of contact wherever possible; when this is not possible, we will explain why and let you know when you can expect a response

If you need to visit us in person, we aim to:

- Ensure you are greeted by a member of staff as quickly as possible; arranging a private interview room if necessary
- Do our best to accommodate any additional needs you may have, in a safe and friendly environment
- Ensure that our customer service staff wear named ID badges

When visiting you in your home, we will:

- Provide you with the name and contact details of the person visiting you in advance, unless it is inappropriate to do so
- Agree an appointment time with you and keep you informed if a delay occurs
- Present ID cards, displaying names and a photograph upon arrival, giving you the opportunity to check our identity

Where we receive feedback, we will aim to:

- Acknowledge your comment, compliment or complaint
- If you have complained and if appropriate, we will resolve your issue informally. Where required we will investigate your complaint further, providing a full response and/or update in a timely manner
- Keep you informed if your complaint is complicated and requires additional time to investigate
- Any feedback is welcomed and will be used to improve our services going forward

