

Cultural Services' customer service standards



TRAFFORD
COUNCIL

1. We will make our venues, information and services available to everyone
2. We will respond to questions, reply to requests and provide written information within seven working days
3. We will continue to provide 24-hour access to our service via the internet and by developing the use of improved technology
4. We will be approachable, professional and polite and always put our customers first.
5. All information provided for the public will be easy to read and written in plain language
6. We will improve our services by listening to your comments and responding appropriately
7. We will provide a quality professional service with knowledgeable and well trained staff
8. We will apologise if things go wrong and do our best to put them right
9. We will provide a healthy and safe environment for all our customers
10. We will deliver services, that the council tax pays for to the community