



CARDIFF COUNCIL

# Customer Service Standards

## AVAILABILITY

We know you expect information at your fingertips, and that you want to be able to access Council services when it is convenient to you. We know the key to giving 24/7 customer service without actually being available 24/7 is to use the technology we have. This will help our teams deliver with the resources they have, and to empower you, the customer, to find your own solutions both during and after traditional office hours. Time is at a premium for you and to successfully meet your needs we must be able to deliver.



- ✓ We will have an online presence, including social media platforms, which will enable customers to access council information and services with ease 24/7.
- ✓ We will offer self-service options such as the Cardiff Gov App, Virtual Assistant and an interactive website to ensure our customers have options for digital interaction.
- ✓ Face-to-face & telephone customer service is always welcomed by Cardiff Council and we will ensure our opening times and locations are clearly advertised and accessible.



For further information about council services, please visit our website [Cardiff.gov.uk](http://Cardiff.gov.uk), download our app [Cardiff.Gov](http://Cardiff.Gov) and follow Cardiff Council on [Twitter](#), [Facebook](#) and [Instagram](#)





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## RESPONSIVENESS

No one wants to feel like they aren't being listened to, which is why, at the very least, we will let you know that we have received your comment/request/question.



- ✓ We will acknowledge your contact within 24 hours if you contact us via digital channels.
- ✓ We will ensure that we communicate any relevant steps in our processes and keep you informed until we reach a conclusion.
- ✓ If you do need to complain to us, we will aim to acknowledge this within 5 working days and provide a full response within 20 working days.



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## COURTESY

We want to provide you with a professional and friendly customer service experience however you choose to get touch. We also recognise a deeper courtesy that addresses thoughtful design of the way our buildings and open spaces are equipped and where they are located. Our processes are designed with you in mind and we will be clear on how you can expect to access our services and information.



- ✓ We will ensure our physical interaction points, i.e. Hubs are customer centric with friendly knowledgeable staff, clean and comfortable surroundings, clear signage and clearly advertised opening times.
- ✓ Our website is fully responsive, easy to navigate and fully compatible with your mobile devices. This means you will be able to find what you are looking for, navigating between pages quickly and efficiently.
- ✓ Staff are trained in customer service and have the right skills and knowledge to provide council services.
- ✓ We will ensure easy accessibility to all, and have many facilities seamlessly in place so that you don't need to ask such as bilingual documents, hearing loops and real time BSL translation services.



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## ACCURACY

Providing correct information to you as customers is imperative to deliver at least the minimum level of service. We know that people make decisions and act upon the information they receive - and receiving inaccurate information could potentially lead to poor customer experiences.



✓ We will make it as easy and simple as possible to access and understand council policies.

✓ If you need to report it, pay for it, apply for it, we keep the process efficient and streamlined.

✓ We will comply with the relevant law and legislations, which includes ensuring that your personal data is secure.

✓ We will review and update our information, policies and procedures regularly.



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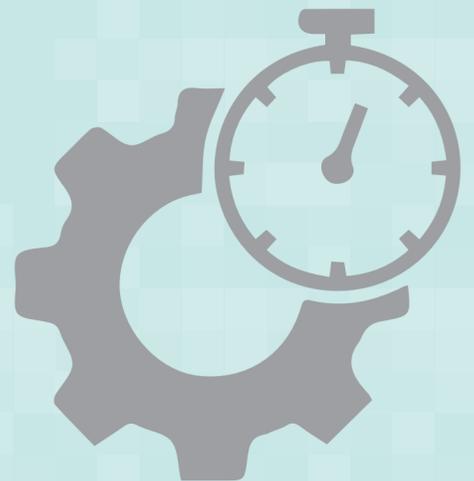
# Customer Service Standards

## EFFICIENCY

Our aim is to always deliver council services in the most efficient way.

We recognise that time is an important commodity and we endeavour to ensure our processes are streamlined and simple.

Customer effort is something we monitor and measure in order to enhance an effortless customer service experience.



✓ Reliable, receptive, timely responses to service requests.

✓ Simple, effective and easy to use digital self-service tools and channels.

✓ Face to face facilities will be provided in the heart of your community with the ability to book appointments in advance or access 3rd party organisations under one roof.

✓ We understand the importance of a one council approach to ensure the right council team/s take ownership of our customers needs.



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# Customer Service Standards

## CONSISTENCY

We understand that Customers appreciate consistency in services. Consistent customer service means that you can expect the same level of service each time you interact with us.



We will deliver on promises and be transparent with our policies and procedures.

✓ However you choose to interact with us, we will offer you a professional, consistent and seamless customer experience every time .

✓ We will respond to all queries in a timely manner every time you get in touch, ensuring you get the information or service you require.

✓ We will explain what we are doing and why so you that know what to expect from us.



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CARDIFF COUNCIL  
**Customer Service**  
*Standards*

## USEFUL INFORMATION



Website:  
[www.cardiff.gov.uk/Contactus](http://www.cardiff.gov.uk/Contactus)



Live Chat:  
[www.cardiff.gov.uk/ENG/Home/Contact-us/Talk-to-us-online/Pages/default.aspx](http://www.cardiff.gov.uk/ENG/Home/Contact-us/Talk-to-us-online/Pages/default.aspx)



Cardiff Gov App:  
[www.onelink.to/cgovapp](http://www.onelink.to/cgovapp)



Phone: Welsh: 029 2087 2088 English: 029 2087 2087



Post: County Hall Atlantic Wharf Cardiff CF10 4UW

SignVideo:  
[www.cardiff.gov.uk/ENG/Home/Contact-us/General-enquiries/Pages/default.aspx](http://www.cardiff.gov.uk/ENG/Home/Contact-us/General-enquiries/Pages/default.aspx)



HUBS - [www.cardiff.gov.uk/hubs](http://www.cardiff.gov.uk/hubs)

**BUTETOWN HUB**  
Plas Iona, Butetown CF10 5HW

**CENTRAL LIBRARY HUB**  
The Hayes, Cardiff CF10 1FL

**ELY & CAERAU HUB**  
Cowbridge Road West, Ely CF5 5BQ

**FAIRWATER HUB**  
Doyle Avenue, Cardiff, CF5 3HU

**GRANGETOWN HUB**  
Havelock Place, Grangetown CF11 6PA

**LLANEDEYRN HUB**  
The Powerhouse, Llanedeyrn CF23 9PN

**LLANDAFF NORTH & GABALFA HUB**  
College Road, Llandaff North CF14 2HU

**LLANISHEN HUB**  
11 Station Road, Llanishen CF14 5LS

**LLANRUMNEY HUB**  
Countisbury Avenue, Llanrumney CF3 5NQ

**RUMNEY HUB**  
Llanstephan Rd, Rumney CF3 3JA

**ST MELLONS HUB**  
Crickhowell Road, St Mellons CF3 0EF

**STAR HUB**  
Muirton Road, Tremorfa CF24 2SJ



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