Customer Service

We want to give you excellent customer service however you choose to contact us.

We do our best every day to serve our residents and you can expect that we will:

- listen to you and respond to you professionally and with respect
- help to resolve your query and achieve the best outcomes that we can for you
- treat you fairly
- value diversity and never knowingly discriminate against you
- recognise different communication needs and make reasonable adjustments to support you to communicate with us
- be honest with you and take responsibility for our actions

In return, we ask that you, your family, your visitors or support workers:

- treat us with respect - we understand that in times of trouble or distress, people may act out of character, you can ask us to contact you at another time if you are finding a conversation difficult
- are patient - sometimes it can take time for us to give you the information or support you need, we may need to talk to colleagues in other areas of the council before we can answer some queries, if we need to get back in touch with you, we will agree how and when to do this with you

We do not tolerate behaviour, language, or communication that is threatening, violent, or abusive. This includes discrimination, harassment, or hate incidents or crimes.

If you, a family member, your visitors or support workers behave in this way, we can end correspondence, meetings, visits, or conversations. However, we will let you know first that we may do this.

We may also:

- record information about incidents and share this with other parts of the council
- limit how you can communicate with us
- report abuse to the police.

We have a duty to protect the welfare and safety of our staff. We should be able to work without fear of abuse, harassment, discrimination, or violence.

Our service standards set out the level of service you can expect when you deal with us.

We will collect and provide performance information, including resident satisfaction, which show how well we are doing in meeting the service standards that we have set.

Visiting Officers

When ECC officers and our contractors visit your home, they will carry official photo ID cards (identification cards). If you are unsure whether someone works for the council or one of their contractors, ask to see their ID. If you still have concerns, then please contact the council offices. All genuine callers will always tell you to wait for you to check their identify before letting them in.