



Customer Care Policy

1. Pucklechurch Parish council is a Civility and Respect Pledge council. The Council will treat all members of the public and customers of its services and facilities in a courteous, helpful and professional manner. It will recognise their needs as an individual or as part of a local community. It will always try to offer a way forward on the particular issue being raised.
2. In particular the Council will:
 - Provide information in accordance with its:
 - Information & Data Protection Policy and Model Publication Scheme
 - Data Sharing Policy
 - Freedom of Information Policy.
 - Give clear and accurate information.
 - Respect confidentiality unless it is legally required to disclose information.
 - Deliver its services in accordance with stated standards and its Equal Opportunities Policy ensuring that residents who need information in alternative formats (large print, audio, or digital-accessibility-compliant formats) can request it..
 - Return telephone calls within two working days.
 - Respond to letters and emails within five working days of receipt. Comments made via social media channels do not constitute formal communications with the parish council and will not be responded to.
 - Where it is unable to resolve an issue for a customer, it will advise where further help can be obtained or act as advocate by contacting the other organisations on the customer's behalf.
3. If a member of the public or customer has a grievance against the Council, it will be dealt with in accordance with the Council's Complaints Procedure. We kindly ask that you treat our staff and councillors with the same courtesy, respect, and professionalism that you expect to receive.
4. The Council operates a zero-tolerance policy towards abusive, persistent, or vexatious behaviour, and expects the public to treat our staff and councillors with the same courtesy and respect they receive. The Council reserves the right to protect its staff from abusive, harassing, or vexatious communication.

Reviewed and approve by council 17/06/26

Next review 2028