Customer Service Policy
2015-2018

Draft for Consultation

Easier to read summary version
Hello

We, Kent County Council (KCC) would like to tell you about our Customer Service Policy 2015–2018.

It is written by KCC. When we say ‘we’ in this document, we mean the council.

Difficult words are written in ‘bold’. There is a list of what these words mean at the end.

You might need some help with this document.

It is a shorter version of the full document which you can get on our website: www.kent.gov.uk/consultations
What do we mean by customers?

KCC has a plan to change how it works. This plan is called ‘Facing the Challenge’.

It puts our customers at the centre of what we do and how we make decisions.

We will look carefully at what our customers need and give them the service that is right for them.

Our customers could be:

- **residents** and businesses in Kent who use things like roads and streetlights everyday

- people who use services like libraries

- and our **clients** who have to use our services like social care.
These are our commitments to our customers

This is a list of what we will always try and do for our customers.

1. We will always be polite and be professional when we deal with customers

2. We will treat our customers equally and fairly

3. We will be honest to our customers and explain things

4. We will try and get things right first time and make sure things are put right if they go wrong
5. We will listen to your ideas so we can improve

6. We will do our very best to communicate clearly with our customers in a way that suits them.

Why do we need a customer service policy?

The council is changing the way it provides services.

It may be that some services are provided by other organisations on behalf of the council.

We have to make sure that these organisations have the same level of customer service we do.
This is how we make sure it is done

We have written 3 principles on how we will make sure this is done.

Principle 1 - Delivering quality

- Customers know what to expect
- Customers know we are putting them first
- We can see that the right services are being provided for people
- If customers need to make a complaint they know how to do it easily
- Comments and complaints will be used to make services better.
Principle 2 - Customer focused services

• Services that are provided by the council are adaptable and easy to use

• Most customers can use technology to get to services

• Customers know that KCC is getting the right organisations to provide services for them

• Customers who need more help will be given all the help they need.
Principle 3 - clever commissioning

We will make sure that:

- what customers need is thought about from the start.

So that services are right for them.

- customers are involved in making sure services are right for them

- customers know that their needs are at the heart of the services

- customers do not have to keep reminding us to do things.
Big words

This is a list of words which might need to be explained. They are in **bold** in the document.

Adaptable

Something that can be changed easily so that people can have what is just right for them.

Clients

People who have complex needs and require specialist support from the Council.

Commissioning

Deciding how best to run a service and making sure that happens.
Facing the Challenge

A document written by the council to say how it will run its services in the future.

Policy

Like a set of rules that need to be followed to make sure things are done right.

Principle

Like a rule, saying what we will do to make sure things are done right.

Residents

People who live in a community or county like Kent. Means everyone.
Provides

When someone gives a service.
Kent County Council
Customer Service Policy
Draft for consultation