



Council tax survey results 2010

- Out of 19 responses, 47% waited 20 minutes or less at the CSC

Our Customer Service Pledge is to keep waiting times at our customer service centre to under 20 minutes

- Out of 44 responses, 68% of customer's calls were answered within 40 seconds at the CCC

Our Customer Service Pledge is to answer the phone within 40 seconds

- Out of 53 responses, 79% of customers said they received the information they required when they telephoned
- Out of 56 responses, 84% of customers rated the standard of service they received as satisfactory or above
- Out of 21 responses, 57% of customers made their enquiry by email and 43% made their enquiry by letter and 64% of these customers received a prompt reply

Our Customer Service Pledge is to reply to any enquiries within 10 days

- Out of 21 responses, 62% of customers said they received the information they required when they made their enquiry by email/letter
- Out of 29 responses, 65% of customers rated the standard of service they received as satisfactory or above
- 6 customers have made a complaint in the last 6 months, with 83% of customers saying their complaint was resolved to their satisfaction
- Out of 58 responses, 83% of customers are aware that our documents can be provided in other formats e.g. other languages, large print and Braille
- Out of 56 responses, 45% of customers are aware that our office are able to provide special payment arrangements

Did you know?

As a result of previous suggestions made by our customers on our survey....

- We have created an information leaflet to be included in all council tax documentation.
- We have introduced a Customer Service Unit where staff can deal with both council tax and benefit enquiries.

- We have updated our web pages with more discount and exemption information and additional application forms are now available online.
- We have expanded payment choices to include Payzone outlets.
- You can pay online using any bank/building society credit or debit card or by telephoning 0141 842 4400.
- An automated service is available to make payments 24 hours a day by calling 0845 602 0355.