



Public Protection and Health Improvement Customer Standards

We aim to meet the customer standards for our organisation and offer the best customer care possible:

- Overall Satisfaction - Currently **96%** of our customers are satisfied overall with the services we provide (Target 95%)
- Staff Attitude - Currently **96%** of customers found our staff to be friendly, polite and understood their needs (Target 100%)
- Treated fairly - Currently **100%** of customers felt that they were treated fairly (Target 100%)
- Professionalism - Currently **96%** of customers felt that staff were professional and knowledgeable (Target 100%)
- Information - Currently **96%** of customers felt that they were kept informed about progress and were given accurate and complete information (Target 95%)
- Timeliness - Current **95%** of customers agreed that the service responded to and dealt with the issue within expected timescales (Target 95%)
- Delivery – Currently **96%** of customers agreed that the we delivered what was promised and dealt with any problems that arose (Target 95%)

To view our full list of Customer Care Standards:

<http://www.bathnes.gov.uk/contact-us/customer-service-standards>

In addition to:

- Service Standard 1 – Our Environmental Protection Team will respond to new Service Requests within 2 working days
Currently 94% of our customers received a first response within 2 working days (Target 95%)
- Service Standard 2 – Our Food Safety Team will respond to new Service Requests within 5 working days
Currently 93% of our customers received a first response within 2 working days (Target 95%)

If you have any queries please contact:

Public Protection and Health Improvement

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