



Customer Service Pledge from the Revenues & Benefits Team

The Revenues and Benefits Team at Torrige District Council is committed to providing you, our customer, with an excellent customer experience and our aim is to get it right, first time, every time, on time, for everyone. We wish to work in partnership with all of our customers and we aim, on all occasions to:

- Treat you fairly, equally and with respect
- Behave professionally and treat you in a polite and friendly way
- See you promptly
- Listen to your requirements and be courteous and helpful
- Provide easy to understand, relevant and accurate information appropriate for your needs
- Be responsive to change where it will improve our service to you
- Speak in plain English and avoid the use of jargon
- Offer advice in relation to other agencies where appropriate
- Proactively seek to ensure we stop fraudulent claims for Housing Benefit / Council Tax Support
- Proactively seek to ensure that all rateable dwellings and businesses are billed accordingly
- Welcome any comments and complaints

The Council expects that as a customer you will:

- Treat staff with courtesy and respect
- Promptly provide us with clear and accurate information
- Listen carefully to the information and advice we give you