

Lilbourne Parish Council – Customer Care

1. Introduction

1.1. The purpose of this document is to present a general policy on customer

care and in particular the complaints procedure.

2. Statement of Intent

“Lilbourne Parish Council recognises good customer care is fundamental.

Good customer care will be based on respect for customers and their views and wishes. However, the Council

recognises that mistakes may be made and it will deal with complaints seriously and with sensitivity, allowing proper redress when appropriate.

3. General Policy - Customer Care

3.1. Customer care policies will apply to anyone having dealings with Lilbourne Parish Council.

3.2. This policy describes how the Council goes about its work and the

overlaps with other policy areas.

3.3. The Council's objectives in providing good customer care will be to:

- Promote the delivery of high quality services

- Listen to the views of customers

- Respect customers at all times

- Respond to customers individual needs

- Ensure staff behave courteously at all times

- Provide clear information about our services

4. General Policy - Complaints

4.1. Lilbourne Parish Council operate a complaints procedure in accordance with that policy.

Adopted : October 2016

Date of Review : May 2026