

Customer Charter

A prosperous place. Inspired by our people. Driven by ambition.

Council staff will:

- Be approachable and helpful, respectful and professional.
- Listen carefully in order to understand your needs.
- Respond quickly and efficiently to requests for Council services (see Staff Charter for timescales).
- Give you straightforward information about our services and facilities.
- Ensure our services and facilities are accessible for everybody.
- Treat everyone equally and fairly.
- Be open and accountable.
- Respect your confidentiality.
- Consult customers about our services and welcome feedback.

We will:

- Make reasonable adjustments to ensure access to services for all.
- Make information available on request in accessible formats e.g. large print.
- Have an interpretation service available and/or other support if required (this may require an appointment).
- Ensure the website is in large text and speech output displays for people with impaired sight.
- Ensure any Council officer who has to visit your home, will show an official identity card without being asked. (If you have any doubt about the authority of a particular officer, check by phoning the Council.)
- Try to resolve problems as soon as possible and encourage customers to raise concerns. If your complaint cannot be resolved informally, we have a formal complaints procedure
- Monitor our customer service against the standards we have set in our Customer Charter in order to improve our service delivered to you our customer.
- Aim to answer 70% of all queries at first contact or we will connect you as quickly as possible to the person you need to speak to.

Our Staff:

- Should be treated with respect.
- Will not accept any form of abuse or discriminatory behaviour.



Contact Us

Speak to us by telephone

The main offices are open from 8.30am to 5pm Monday to Friday.
Please ring Tel: 028 9034 0000 or Tel: 028 9446 3113

Speak to us in person

The main offices are open from 8.30am to 5pm Monday to Friday.

Write to us

Antrim & Newtownabbey Borough Council
Mossley Mill
Newtownabbey
BT36 5QA

Email Us

Send your comments to info@antrimandnewtownabbey.gov.uk

Contact us online

Send us your comments using the customer portal / complaint form at
www.antrimandnewtownabbey.gov.uk

Text

60777

Text phone via Text Relay

18001 028 9034 0000