

Our Promise

- When dealing with your enquiries face to face we will wear identify badges at all times so that you know who we are.
 - When dealing with your enquiries over the phone we will clearly identify ourselves by name and service area.
 - We will be respectful and courteous.
 - We will be sensitive to your individual needs, dealing with all enquiries in a fair and equal manner.
 - We will try to deal with all enquiries at the first point of contact. If we need to pass your enquiry to a colleague within Lewisham Council, we will let you know who will be dealing with your enquiry.
 - We will ensure consistently high level of customer service regardless of how you contact us.
 - We will always use plain English correctly.
 - We welcome your ideas for practical improvements in service delivery and will tell you if these suggestions have been adopted.
 - We seek to provide you with the highest standard of customer service.
 - We will treat you with respect and courtesy.
 - And we expect the same in return.
 - Abusive behaviour will not be tolerated.
 - Any verbal or physical abuse, including sexist, racist or homophobic behaviour will be challenged and services will be withdrawn.
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- We aim to answer telephones within 15 seconds.
 - We aim to see visitors within 30 minutes of arrival.
 - We aim to answer your letters in 10 working days.