



Diamond Jubilee Lodge, Wood View Road, Hellesdon, Norwich NR6 5QB
Tel: 01603 301751 email: contact@hellesdon-pc.gov.uk www.hellesdon-pc.gov.uk
Parish Clerk – Mark Knight

CUSTOMER SERVICE POLICY

OUR AIMS

Written Communication/Website Communication:

We aim to acknowledge any written or website communication by return advising how the matter will be dealt. This will be by one of three ways:

- a) Presented to the next meeting of the Parish Council, (you will be advised of details of the meeting) and that a reply will be sent as soon as possible after the meeting.
- b) Presented to the next meeting of the Parish Council, (you will be advised of the details of the meeting) and you will be requested to contact the office following the meeting for a response.
- c) Matters not required to be considered by the Parish Council will be dealt within the office and following our acknowledgement will be replied to within 20 working days. If we are unable to answer your query we will advise as fully as possible in that time and of how we are dealing.

Written Communication

We will acknowledge by e-mail if details are provided. If not we will send a written acknowledgement; however if this is not received within 5 working days please telephone the Parish Council Office.

Website Communication:

If an acknowledgement is not received within 3 working days please resubmit your enquiry or alternatively call the Parish Council Office.

Personal Enquiry to the Parish Council Office:

Visits to the office or calls taken by the office will be dealt with at the time if possible, however if we are unable to satisfy your request we will aim to reply to your query within 20 working days.

How to contact us:

By telephone: 01603 301751
By e-mail: contact@hellesdon-pc.gov.uk

Customer Service Policy
First adopted 6 June 2017
Last adopted 5 June 2018
Due to be reviewed 4 June 2019

Enquiries via The Council Office is open Monday to Friday 9.30am to 12.30pm and
1.30pm to 3.30pm. The Office is located adjacent to Hellesdon
Community Centre.
or telephone calls: Appointments to see the Parish Clerk can be made by contacting the
Office, at the address at the top of the page or by telephone.