

Customer Service Standards



Why do we need Customer Service Standards?

The Customer Service Standards helps define what Blaenau Gwent customers can expect from services and how it should be delivered.

Our Customer Service Standards

> Putting things right

If customers are unhappy with a service they have received from the Council or they want to tell us about something we have done well, we want to know. To make this as easy as possible we have a very clear and consistent Concerns and Complaints policy. Concerns and Complaints should be acknowledged within three working days and a response should be given within ten working days.

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