

Animal Control Team Customer Charter

One of our core values at Colchester Borough Council is “Place customers at the heart of what we do with clear performance standards driven by the changing needs and expectations of our customers to deliver an excellent service”.

We have standards in place to inform our customers of the level of service we will give, and these standards help us to deliver a consistently high level of service across the whole Council.

Animal Control aims to assist you by:

- Making sure everyone has easy, equal access to our services
- Being welcoming, polite and helpful
- Helping you with your enquiry and if we can not help, find out who can
- Communicating in plain language and avoiding jargon
- Listening to your views and comments and using them to improve our service
- Respecting your right to privacy and confidentiality

Customers contacting us by telephone:

- Our Customer Service Centre aims to speak to you within one minute
- We will aim to resolve your query without transferring to another person or department wherever possible
- If we are unavailable we will divert our phone to voicemail or a colleague
- A textphone service is available for people with hearing or speech difficulties

Customers contacting us by writing:

- We aim to acknowledge your correspondence within 5 working days and respond fully within 20 working days
- We will keep you updated on the progress if taking longer than planned

Customers contacting us by email will be:

- Replied to immediately with an automated acknowledgement, advising of service response standards when sent to a generic service email address
- Responded to within 5 working days when sent to a member of staff directly

Animal Control specific standards:

Animal Control takes all requests for service seriously but occasionally the demand for our service forces us to prioritise requests.

- On occasion we may not be able to act on your complaint, where this is the case we will offer an explanation for this decision and signpost or refer you to another agency or department if appropriate
- The team has to work within the law and statutory guidance, and sometimes following our investigations we are unable to give you a conclusion that you are completely satisfied with. If this is the case we will fully explain the reasons for this decision and the constraints or laws we are working within
- If after all other interventions have been unsuccessful we may need to enforce the law. We will always ensure legal procedures are followed and legislation is correctly applied

What you can expect from the pest control service:

- Providing staff that are courteous, competent, and committed to providing a high standard of service
- Provide discreet and confidential advice or treatment in all cases.
- We aim to provide a discreet, efficient and competitively priced service to business customers and other local authority departments
- Provide a 30 day guarantee on all pest control treatments
- Dealing quickly and sympathetically with things that go wrong
- Providing information on the pesticides that have been used
- We will advise you on pest prevention techniques should the situation require it

What you can expect from our stray dog and educational service:

- Make every effort to ensure any stray dog that is collected which is not reclaimed by its owner within seven days is re-homed
- Undertake patrolling of the borough
- Keep you advised of what action we are taking during investigations. Where verbal information is given, this can be confirmed in writing if requested
- Undertake enforcement action when necessary and in accordance with legislation
- Treat all enquiries or complaints as confidential. The investigation of anonymous complaints shall be at the discretion of the service
- We will advise you what we have done
- Respond to reports or stray dogs within one working day
- Respond to initiatives to talk about responsible dog ownership
- Provide a cost effective professional micro-chipping service
- Actively promote responsible dog ownership at events throughout the summer period

How you can assist us:

- Being Polite when speaking to or emailing our staff and treating them with courtesy and respect. Foul and abusive language will not be tolerated. Staff are authorised to end phone calls if they suffer unacceptable behaviour and report all such conduct
- Do not behave in such a way that could be considered intimidating or threatening to our staff. Our staff are not expected to stay in any situation where they feel threatened, or where they fear for their safety
- Contact us if you are unable to attend an appointment or an arranged visit
- If you leave a telephone message for an officer please clearly state your name and telephone number

Whilst we are committed to providing an excellent customer service, we acknowledge that on occasions things can go wrong. On these occasions we would welcome your feedback.

Animal Control

Colchester Borough Council

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