



Stockton-on-Tees  
BOROUGH COUNCIL



# Your Council Tax Charter

## Our pledge to you

We will:

- Listen carefully and respect your confidentiality.
- Treat you fairly, irrespective of age, disability, faith and belief, gender, race and sexual orientation.
- Provide you with a clear, complete and accurate information, using plain English and avoiding jargon!
- Be friendly, approachable and professional.
- Deal with all complaints promptly and on an individual basis.

Please let us know what you think about our service so we can keep improving for the future.



CUSTOMER SERVICE EXCELLENCE