



Stockton-on-Tees
BOROUGH COUNCIL



CUSTOMER SERVICE EXCELLENCE

CUSTOMER CHARTER

Pupil & Student Support Service

Our Promise to Customers

- We will aim to answer all telephone calls within 5 rings
- We will respect your confidentiality and privacy at all times
- We will treat you in a fair and sensitive way
- We will treat you with equality and respect
- Your enquiries will be dealt with in a polite and courteous manner
- We will respond to your emails within 24 hours

