



Stockton-on-Tees
BOROUGH COUNCIL



RISK MANAGEMENT AND INSURANCE SERVICES

Customer Service Charter

Our service aims to provide a professional, courteous, efficient and helpful service to all customers at all times following the Council's Customer Care Standards. Specifically, we will make every effort to ensure the following standards are achieved:

- We will always maintain a professional attitude treating customers equally and with respect.
- We will deal with all customers promptly and in a courteous manner.
- We will aim to answer all telephone calls within 5 rings.
- We will respond to your emails and letters within 10 working days of receipt.
- We will respond to complaints within 10 working days of receipt.
- We will ensure that our knowledge on all Risk Management and Insurance matters is maintained at the highest level to ensure the best possible service is provided to our customers.
- We will ensure that appropriate and adequate insurance cover is arranged at the best possible terms.
- We will maintain a database of insurance claims and this will be updated at least monthly.
- We will acknowledge your claim within 21 days of receipt and provide you with contact details for any enquiries you may have and a unique reference number for your claim.
- We will consult our customers on a regular basis to identify their specific needs and adapt our provision to meet service changes.
- We will always aim to produce accurate and timely Risk Management and Insurance information, supporting and advising our customers to help meet their service requirements.

Key Contacts Points, for further information please call:

Jim Bell, Corporate Risk and Insurance Manager
Andy Cullen, Senior Risk and Insurance Officer (Claims)
Hayley Robson, Senior Risk and Insurance Officer (Underwriting)

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