

CUSTOMER SERVICE COMMITMENT

About Us

The Community Council of Devon is an independent charitable body founded in 1961. Community Council of Devon is one of a network of Rural Community Councils (RCCs) that exist in each county of England, all sharing the broad aim of promoting any charitable purpose for the benefit of rural communities. We regard our prime customers as the rural communities of Devon. We also welcome membership from individuals.

Our Vision is of active rural communities shaping their own futures with improved opportunity and quality of life for all.

Our mission is that we strive to make this happen through our direct work with communities, our local knowledge, networks, professional services and our influencing role.

We are committed to providing high quality service that we constantly seek ways to improve. When we need to charge for services we do so at a competitive cost. We value your comments, suggestions and feedback. Community Council of Devon is an Investor in People.

What you can expect from us

We will treat those we work with and those we work for fairly, impartially, courteously and respect confidentiality.

We have effective records of users, staff, volunteers and financial systems in place. We have systems to record our work for the purposes of management, accountability and evaluation.

We will be positive and helpful, responding promptly to requests from our customers and we will, when asked, provide reasons for any decisions, except in instances of confidentiality and in respect of some of Community Council of Devon's time limited grants and programmes that have specific criteria which is available from project officers.

We will inform rural communities about the services we provide. We will provide user friendly printed information with a minimum of jargon.

We will keep the Community Council of Devon website up to date with information about our work, services and fact sheets.

We will ensure that if you contact Community Council of Devon for further information or advice, a member of the team will respond appropriately and in a timely manner.

We actively solicit feedback and in particular welcome your suggestions on our service.

We will be Accessible

Our normal business hours are 8.30 a.m. - 5.00 p.m. Monday to Thursday and 8.30 a.m. - 4 p.m. on Friday.

We can be contacted by phone 01392 383443 or fax 01392 382062 or by email - info@devonrcc.org.uk in the first instance.

Our offices are located at:: Community Council of Devon
County Hall
Topsham Road
Exeter
Devon
EX2 4QB
Registered Charity No 1074047 Company No 3694095

Our Web site can be found at: <http://www.devonrcc.org.uk>.

Your rights

You have rights under the Data Protection Act 1998 that prevents us from misusing personal information you have given us. You also have the right to access certain information we hold about you or your organisation.

Information you provide to Community Council of Devon will remain confidential and will not be distributed outside of Community Council of Devon without your permission or when it is legally required of us to provide it.

Equality

Community Council of Devon supports an equality of opportunity for all to access our services and we continually update our materials, information, and procedures. We are happy to provide information in large print. Community Council of Devon has an Equal Opportunities Policy.

How to provide feedback on our services.

We strive to improve our services and make our work more efficient and effective.

We evaluate the service Community Council of Devon provides, actively soliciting client feedback, undertaking corporate planning involving all those who work with us. Community Council of Devon undertakes individual service and project reviews.

If you have suggestions on how we can improve our services and provide positive comments on either our service or the person who provided it you can contact us by writing to:
Customer Feedback, Community Council of Devon, County Hall, Topsham Road, Exeter, Devon, EX2 4QB.

Making a complaint

If you have a complaint you should first try and resolve it with the staff member concerned. If you are not satisfied with their response, you may seek to have the complaint reviewed by a member of Community Council of Devon's management team or the Chief Executive. Community Council of Devon's time limited grants and programmes have specific criteria which is available from project officers.

Please let us know if you feel our staff have not dealt with you fairly, honestly or promptly.

We will ensure the complaint is taken seriously and we will do our best to resolve it. We are committed to quick and fair resolution of formal complaints. We will provide a considered response to your complaint within 20 working days of receiving it, including the actions we will take as a result.

Community Council of Devon, December 2003

Under review by External Team, Autumn 2009 - deferred by Board to June 2011