



Hythe Town Council
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CUSTOMER SERVICE POLICY

WWW.HYTHERTC.GOV.UK/POLICIES/GENERAL

This Policy was adopted by the Standing Orders Committee at its meeting held on: 11 October 2022

Minute 180/22

GOVERNING BODY: HYTHE TOWN COUNCIL, TOWN COUNCIL OFFICES, OAKLANDS, 1 STADE STREET,
HYTHE, KENT. CT21 6BG



Customer Service Policy

Hythe Town Council strives to provide exceptional customer service which involves understanding the going beyond customers' expectations, fulfilling explicit and implied promises to customers, showing respect and interacting with customers outside the parameters of business transactions.

Our staff develop real relationships with customers and listen to their concerns and desires. Staff are trained to provide a consistent service.

It is important for Hythe Town Council to develop honest relationships with residents that extend beyond business and to forge connections that treat residents as real people. Listening to residents, asking probing questions, and reading body language open communication channels to keep relationships strong. Interactions at fundraising events and holiday parties further reinforce the relationship.

Staff follow up with residents to make sure all their expectations have been met. This is a crucial part of Hythe Town Council's policy of providing excellent customer service.

Immediate responses to any customer concerns make it possible to solve problems in a timely manner, this leads to an increased level of confidence and trust.

Officers of the Council must establish a clear and responsive process for handling customer complaints (please refer to HTC Complaints Policy) and understand what actions to take to resolve an issue.

Hythe Town Council staff aim to respond to customer requests as below.

Face to Face	Immediate response
Letter	Within 28 days
Email	Within 5 working days
Telephone	Immediate response

If however, staff cannot answer the customer request in the time frame above they will work with the information available and respond as soon as it is practicable.

