

## **Bury St Edmunds Town Council: Service Standards**

Bury St Edmunds Town Council is committed to meeting the needs and expectations of those using its services. We aim to support this by applying the following standards:

### **Our Councillors and staff will:**

- Be welcoming, courteous, fair and respectful
- Provide information that is accurate, timely and relevant
- Communicate current information via website and notice boards
- Maintain confidentiality or let you know of circumstances where this might not apply
- Signpost you to other more suitable services if appropriate
- Endeavour to help if you have additional needs, for example disability, sensory impairment or language difficulties (this may involve us working with another agency to assist you)
- Supply if you request information regarding Council policies that are in the public domain
- Publish a summary of the extent to which we are meeting our service standards

### **We ask you:**

- To be courteous, fair and respectful
- To let us know your compliments, suggestions or complaints

### **When you contact our office\*:**

- If your telephone call is unanswered, you will be invited to leave a message. All telephone messages will receive a response before the end of the next working day
- Your e-mail message will receive acknowledgement before the end of the next working day, except where an automated reply shows that the person is absent for the period stated
- If you wish for an appointment to speak to a member of staff the appointment will occur within 2 working days of your request
- Your written correspondence will be acknowledged within 3 working days of receipt
- If you have a query that needs consideration by the Town Council or one of its Committees, you will be advised of the outcome within 2 working days of the decision of the Council or Committee

\*Please note that the office is normally staffed between 9 am and 5 pm Monday to Thursday. Very rarely, other commitments may mean the office is unattended during these periods. On a Friday the office isn't staffed, but telephone calls and emails will be answered between 9am – 4.30pm.

## **Where and how to make contact with the Town Council:**

### **Postal Address:**

Bury St Edmunds Town Council  
79 Whiting Street  
Bury St Edmunds  
Suffolk. IP33 1NX

**Telephone:** 01284 725111

**Email:** [townmail@burystedmunds-tc.gov.uk](mailto:townmail@burystedmunds-tc.gov.uk)

### **Freedom of Information**

Details on the Freedom of Information can be obtained on request.

### **Specific areas of service:**

#### **Councillors, the Council and its Committees:**

- Names and contact details of all Town Councillors will be published and available on request
- All scheduled Town Council meetings will be published on our website and notice boards
- The agenda for meetings will be displayed at least 3 working days beforehand
- Requests for minutes of public meetings will be met within 3 working days
- We encourage you to attend our meetings and make contact on matters of interest

### **Allotments:**

**We will** If you reside in Bury St Edmunds and wish to apply for tenancy for an allotment:

- Place your name on a waiting list

- When you contact [HSUS](#), we will advise you of your position on the waiting list
- Not indicate to you when you are likely to become a tenant
- Make you an offer of tenancy at the first available opportunity
- Ensure that allotment plots are utilised

**We ask you:**

- If you are a tenant of an allotment, to comply with the terms and conditions of your tenancy
- To undertake to notify us of any material change in your circumstances as a tenant or prospective tenant

**If you make a complaint, we will in accordance with our complaints and related policies\*\*:**

- Attempt to resolve the issue as quickly as possible, apologising if this is appropriate
- Commence an investigation and formal proceedings if applicable
- Assist you to make the complaint
- Keep you informed of progress
- Advise you of the outcome
- Use lessons learned from complaints to improve our services
- Annually provide a statistical analysis of complaints

\*\* Our full complaints and related policies is available on request or on line from the Town Clerk or any Town Councillor.

**Amended November 2023**