



LOCAL COUNCIL
AWARD SCHEME
QUALITY GOLD

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Executive Officer

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Customer Services Charter

The purpose of this charter is to provide a clear understanding of what level of service to expect when customers contact Moulton Parish Council.

We will

- Be approachable, professional and use plain English in our communications.
- Make sure you can quickly and easily access the latest information and guidance on our website.
- We will be helpful, polite, and respectful.
- Treat all customers fairly and equally.
- Listen to you and respect your needs.
- We will not make promises we cannot keep.

This template is reviewed annually by the Executive Officer and submitted to the full council for approval.

Last Reviewed: January 2024

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