Hambleton District Council puts its customers first - providing high quality, value for money services that meet the needs of our communities.

We aim to provide easy to use, easy to access, responsive services with an emphasis on customers being at the centre of service delivery.

The GovMetric customer satisfaction system measures:

- the overall level of customer satisfaction across the three main access channels - telephone through our Customer Services Unit, in person at the Civic Centre and via the website. It is completely anonymous unless you choose to provide contact details.

Whenever - and however - you contact us, telling us how you feel about the service we give plays an important part in helping us improve and maintain our standards of service.

**Visiting the Civic Centre, Northallerton**

When you visit the Civic Centre you will find a touch panel in the foyer. Press the screen to choose the service you have used - how you rate it and your reason for the rating. The feedback can be left confidentially or contact details can be left if required. More detailed feedback can be given in the Customer Satisfaction Questionnaire or Customer Comment Card.

**Contacting us by telephone**

When you speak to one of our Customer Services Officers they will offer to transfer you to a telephone survey. This is an automated system where you use the number keys on your telephone to give your feedback. The questions take around 30 seconds to complete and there is an option to leave more detailed feedback by recording a message.

**Website**

When you visit hambleton.gov.uk you will see the GovMetric ‘smiley faces’ on a scrolling side bar on each page. Simply click on the appropriate face - which then allows feedback to be left and the reasons for your rating. You can also leave a free text comment and contact details if you wish.

**What happens to the feedback**

The feedback is collated and reported to the appropriate sections for action where necessary. The results will provide details of customer satisfaction levels for the whole Council and are reported to Management Team and Members.

**For more information, please contact Customer Services on 01609 779977**

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