

## Our pledge to you

Anyone who lives, works, visits or travels through Bolton matters to us as a valued customer.

### **Delivering a quality service**

- To see you within 15 minutes of your arrival at our main reception points
- To answer your call within five rings
- To respond to your email within one day
- To respond to your written enquiry within 14 days

### **Getting it right first time, every time**

- If we can't answer your question we will find out who can
- We will be helpful and polite with a smile on our faces

### **Providing a service just for you**

- We will provide information upon request in a range of materials ensuring accessibility for all including, large print, text only, audio and interpretation

### **We are listening**

- We will ask you to tell us what you think about our services
- We will record your details and enquiry to help us provide a better service

### **We are here to help**

- Drop into any of the main receptions and speak to us

To find out more about any specific service or activity contact;

Telephone 01204 333333

Minicom service, telephone 01204 331926

Email [bolton@bolton.gov.uk](mailto:bolton@bolton.gov.uk)

[www.bolton.gov.uk/yourservices](http://www.bolton.gov.uk/yourservices)

And, we will treat you with respect, all that we ask is that you do the same for us.

**Thank you.**