

RIPON CITY COUNCIL

Delivery of Service & Equality and Diversity Policy

1 Delivery of Service

To meet the needs and expectations of all people who live in, work in or visit the City of Ripon.

All our staff are expected to:-

- Be prompt, polite and helpful.
- Be well informed and trained in their duties.
- Be suitably dressed, clean and tidy.
- Introduce themselves by name.

We try to:-

- Answer all phone calls within five rings with 'Ripon City Council, can I help you'.
- Resolve enquiries quickly

We try to:-

- Reply to all letters within ten working days.
- If that is not possible, write to tell the customer when they will receive a full reply.
- Use plain, everyday language with the minimum of jargon.

2. Equality and Diversity

Ripon City Council is committed to equality in employment and service to the public. The Council recognises the diverse nature of the City and seeks to ensure that employees, councillors, contractors, partners, clients and customers are treated with dignity and respect. The Council opposes all forms of discrimination and undertakes not to discriminate unfairly on the grounds of sex, marital status, gender, race, colour, nationality, ethnic origin, disability, age, sexual orientation or religion or belief, responsibility for dependents, social or economic status or criminal record. All steps will be taken to account for the diverse nature of individuals and ensure that they are treated fairly and decisions on service to the public and employment are based on objective criteria.