



RIPON CITY COUNCIL

Delivery of Service

Current Status	UPDATED
Last updated	19 th September 2012 21 st November 2023
Date of Review	



DELIVERY OF SERVICE

RIPON CITY COUNCIL

Expectations of Officers

To enable Ripon City Council 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.

All our administration staff should try to:-

- Answer all phone calls within five rings with 'Ripon City Council'.
- Resolve enquiries quickly.

All our administration staff should try to:-

- Reply to all correspondence 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.