



Customer Service Policy

OUR AIMS

Written Communication/Website Communication:

We aim to acknowledge any written or website communication by return advising how the matter will be dealt. This will be by one of three ways:

- Presented to the next meeting of the Town Council, (you will be advised of details of the meeting) and that a reply will be sent as soon as possible after the meeting.
- Presented to the next meeting of the Town Council, (you will be advised of the details of the meeting) and you will be requested to contact the office following the meeting for a response.
- Matters not required to be considered by the Town Council will be dealt with within the office and following our acknowledgement will be replied to within 20 working days. If we are unable to answer your query we will advise as fully as possible in that time and of how we are dealing.

Written Communication

We will acknowledge by e-mail if details are provided. If not we will send a written acknowledgement; however if this is not received within 5 working days please telephone the Town Council office.

Website Communication:

If an acknowledgement is not received within 3 working days please resubmit your enquiry or alternatively call the Town Council office.

Personal Enquiry to the Town Council Office:

Visits to the office or calls taken by the office will be dealt with at the time if possible, however if we are unable to satisfy your request we will aim to reply to your query within 20 working days.

How to contact us:

By telephone: 01603 408063

By e-mail: townclerk@sprowston-tc.gov.uk

Enquiries via visit to the office The Council Office is open Monday to Friday 9:30am – 1:00pm and 2:00pm - 4:30pm and is located inside Sprowston Diamond Centre.

Or personal calls: Appointments to see the Town Clerk can be made by contacting the office, at Sprowston Diamond Centre, School Lane, NR7 8TR