



Totton & Eling Town Council is required to have a Publication Scheme. This commits the Council to make information available to the public as part of its normal business activities.

Please see our latest Publication Scheme on our website.

The Information Commissioners Office (ICO) provides a model publication scheme which provides a breakdown of the classes or types of information which we should publish. The Local Government Transparency Code was issued to meet the Government's desire to place more power into citizen's hands to increase democratic accountability - [Local government transparency code 2015 - GOV.UK \(www.gov.uk\)](http://www.gov.uk). The goal is to make it easier for local people to contribute to the local decision-making process and help share public services.

Some information may only be available to view in person. An appointment can be made to view such information within a reasonable timescale.

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Data publish under the Transparency Code and our Publication Scheme, along with information published by our departments, is available on our website.



Totton & Eling Town Council

Customer Care Policy

The Council will treat all members of the public and customers of its services and facilities in a courteous, helpful and professional manner. It will recognise their needs as an individual or as part of a local community. It will always try to offer a way forward on the particular issue being raised.

In particular the Council will provide information in accordance with its:

- * Publication Scheme
- * Data Protection Policy
- * Freedom of Information Policy

And we will:

- * Give clear and accurate information
- * Respect confidentiality unless it is legally required to disclose information.
- * Deliver its services in accordance with stated standards and its Equal Opportunities Policy.
- * Return telephone calls within five working days unless circumstances prevail.
- * Respond to letters and emails within five working days of receipt unless circumstances prevail.
- * Where it is unable to resolve an issue for a customer, it will advise where further help can be obtained or act as advocate by contacting the other organisations on the customer's behalf.

If a member of the public or customer has a grievance against the Council, it will be dealt with in accordance with the Council's Complaint's Procedure.

We would ask you in return to treat our staff with courtesy and respect, in a way you would expect to be treated. The Council has a zero-tolerance policy to abusive behaviour

in person or over the telephone. Forceful conversations over the telephone will be terminated immediately.

Name: Susan Cutler

Position: Town Clerk & Chief Executive

Date: January 2024

Signature: