



EPSOM & EWELL BOROUGH COUNCIL

customer services  
**CHARTER**

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At Epsom and Ewell, we are proud to serve our community with integrity, transparency, and care. This Customer Services Charter sets out our commitment to you – our residents, businesses, and visitors – by clearly outlining the standard of service you can expect whenever you interact with us.

We are committed to providing a consistently high standard of service. We believe in putting people first. Whether you're applying for a service, seeking information or sharing your views, we are here to listen, respond and support you with fairness and respect. Our goal is to make your experience with the council straightforward, helpful, and positive.

### Our customer promise to you:

- we will be friendly, approachable and professional
- we will listen carefully to you
- we will treat you fairly and with respect
- we will respect your confidentiality and safeguard your personal information
- we will provide you with clear, timely and accurate information about our services, to help you make informed choices
- we will always be open about our decisions and clear about how we can help
- we will provide a range of communication channels you can use to contact us
- if we can, we will resolve your issue the first time you contact us. If we need more time, we will be clear about when you'll next hear from us.

### Contact us

**Website:** [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)

**Email:** [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)

**Telephone:** 01372 732 000

**In writing:** Customer Services,  
Epsom and Ewell Borough Council,  
Town Hall, The Parade,  
Epsom, KT18 5BY.



# Ways to contact us

## By phone:

- we aim to answer 80% of our calls within two minutes
- we will greet you, offering our name and department
- if we can, we will resolve your issue the first time you contact us
- if we need to transfer you, we'll tell you who you are being transferred to, and why
- we'll ensure we explain the nature of your call to the person you need to speak to
- if we are unable to transfer you, we'll take your details and arrange for someone to call you back
- if another organization is better suited to help with your enquiry, we'll pass along their contact info if we have it
- when returning your calls, we'll clearly state our name, department and reason for calling you
- if there is an option to, we'll leave a voicemail if you don't answer your phone.



We'll treat you with respect and expect you to do the same. We won't tolerate abuse. If you are abusive or threatening, you will be asked to leave the Town Hall.

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## Contact us by email, text, letter, or use our online forms:

- we aim to respond to your email, letter or text within five working days
- if there are any delays, we will keep you updated with progress
- we'll advise you of the department dealing with your enquiry who may contact you to confirm their timescale.



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## Visit us in person at Epsom Town Hall:

Our reception is currently open Monday to Friday, 9am to 4.30pm.

We're friendly, helpful and will listen to you while you explain your enquiry.

Not all departments offer a front-line service, so we may need to arrange a call back for them to contact you.

If we cannot resolve your query on the day, we'll take your details and arrange a call back for you at a suitable time.



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## Accessibility

We want to make sure everyone can contact us for support. We can provide written information in various formats including accessible PDF, large print, easy read, audio recording or braille. To request this, please get in touch. [Accessibility | Epsom and Ewell Borough Council](#)

Information on our website is accessible. That means you should be able to:

- select different fonts. The browser will allow you to override the current font, and you can choose an alternative one
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard and speech recognition software
- listen to most of the website using a screen reader
- we provide a text relay service for people who are deaf, hearing impaired, or have a speech impediment. Our offices have audio induction loops.

## If our service falls short:

We are committed to ensuring that you experience the best possible customer service, however we recognise that there are times when things go wrong. We welcome the opportunity to learn from our mistakes to help improve our service to you.

If you do have a complaint, you can submit this via email to [complaints@epsom-ewell.gov.uk](mailto:complaints@epsom-ewell.gov.uk), call us on 01372 732000 or visit our reception desk at Epsom Town Hall.

For information regarding our complaints process, please see our Complaints Policy which can be found on our website [Complaints, Comments and Compliments | Epsom and Ewell Borough Council](#).

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## How you can help us:

There are a few things you can do to help ensure your enquiry is resolved as quickly as possible:

- treat council officers with respect; aggressive behaviour or inappropriate language will not be tolerated
- we reserve the right to terminate phone calls or conversations where customers display behaviour outlined in our unacceptable behaviour policy [Unacceptable Customer Behaviour | Epsom and Ewell Borough Council](#)
- the fastest way to find information is to use our website. Please check our website for information when possible.
- provide us with all the information we ask for, so we can help you and resolve your enquiry and ask us to explain anything you are unsure of
- take a look at our website to find out how you can pay for bills and services by telephone or online: [Make a payment | Epsom and Ewell Borough Council](#)
- if something changes, tell us by writing to

us, using our online form, or emailing us.

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## Requests for Information:

If you are requesting information under the Freedom of Information Act (FOI), Data Protection Act or a subject access request, you must make the request in writing. You can write to us, email us on [foidpa@epsom-ewell.gov.uk](mailto:foidpa@epsom-ewell.gov.uk) or use the FOI form on our website

Please provide a description of the information that you are seeking from the council.

We aim to supply information you have requested within 28 days.

If we can't share some or all the information you've asked for, we will explain why, with reference to the specific parts of the Act that allow exemptions from disclosure.

More information can be found here: [Freedom of Information | Epsom and Ewell Borough Council](#)

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## Privacy Notice

Epsom and Ewell Borough Council is committed to protecting your privacy when you use our services. [Customer Services Privacy Notice | Epsom and Ewell Borough Council](#).

As a data controller, we must:

- only keep the data we need to provide services
- keep your data safe and secure.
- only keep your data as long as needed.
- collect, store and use the data in a compliance with UK GDPR and the data protection Act.

If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer at [foidpa@epsom-ewell.gov.uk](mailto:foidpa@epsom-ewell.gov.uk) or by calling 01372 732 000.