



We welcome your feedback, comments and suggestions.

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Anguilla, B. W. I

... We're listening



CUSTOMER SERVICE

Key Internal Standards

The Anguilla Public Service is committed to providing professional excellence.

A set of Internal Standards has been produced to help us meet these commitments.

Remember colleagues are customers too. Working well together will benefit everyone.

Our Key Internal Customer Service Standards

TELEPHONE CALLS

- ◆ Answer calls within 3 rings.
- ◆ Greet all callers in a welcoming and professional manner with the Ministerial/Departmental greeting.
- ◆ Return calls within 24 hours.
- ◆ Calls should be brief and to the point.

PERSONAL VISITORS TO OUR OFFICE

- ◆ Ensure that any Ministerial/Departmental reception areas open to the Public are appropriately staffed, fully operational, clean and tidy.
- ◆ Ensure that personal visitors are not unduly kept waiting.

VISITING CUSTOMERS

- ◆ If for any reason we cannot keep an appointment, we will advise the customer as soon as possible and agree on a revised time.
- ◆ If we fail to keep appointments or pre-arranged visits, we will apologize and give customers an explanation within one working day.

LETTER AND E-MAIL COMMUNICATION

- ◆ Where an email response is required we will aim to reply within 2 days but always within 3 working days.

- ◆ Where a formal written response is required we will aim to send a full reply within 5 working days, but always within 10 working days.
- ◆ A holding reply must be sent within the above periods if, due to complexity or compelling reasons, these timescales cannot be met.

WE ARE EXPECTED TO

- ◆ Be professional and polite
- ◆ Give consistent high quality service
- ◆ Take personal responsibility for each enquiry. Avoid transferring a customer unless necessary. Remember to follow up any actions
- ◆ Use the most appropriate means of response to meet customer needs.
- ◆ Communicate effectively. Follow appropriate channels of communication, use email rules and appropriate customer service language.
- ◆ Respect each customer's rights to confidentiality and observe any existing Data Protection Regulations.
- ◆ Keep up to date with all relevant service policies, rules, guidelines, instructions, regulations, Acts.
- ◆ Agree on cover arrangements that are clear to maintain a continuous level of service during staff absences:
 - Phone
 - In tray (letters)
 - Email
 - Appointments
- ◆ Use and proactively manage e-mail, when this offers the best available customer service.
- ◆ Remember colleagues are customers too.