

We want to know what you think about your service. In our latest survey we achieved 80% overall satisfaction.

What do you think of our Service Standards? Please fill in a customer feedback form.

If you think we do anything particularly badly or well, or if you have any suggestions to help us improve our service please contact us:

- **Telephone Customer Services on: 01325 388514**
- **In person at the Town Hall Customer Service Centre**
- **By letter to Housing Benefits, Darlington Borough Council, Town Hall, Darlington, DL1 5QT**
- **Or by email to: HBenquiries@darlington.gov.uk**



Housing and Council Tax Benefits Service Standards you can expect from us



- If you call at the Town Hall Customer Service Centre with an enquiry about Housing and Council Tax Benefit you will usually be seen within **3 minutes**.
*You may be referred to a Benefits Assessor for expert advice, most people are seen by an Assessor within a further **15 minutes**.**
- When calling our Customer Services Benefit Helpline (01325 388514), almost **two thirds** of calls are answered within 10 seconds. *If you can't speak to someone straight away stay on the line, all calls will be answered as quickly as possible.*
- If you make a new claim for Benefit and provide all the information needed, we aim to calculate it within **14 days**.
- If you inform us that your circumstances have changed we aim to work out your new Benefit within **9 days**.
- If your Benefit changes we will **always** write to you with details of your new award.
- If you think we have got it wrong, we will check and put this right if possible or we will tell you how to request a revision.
- If you make a complaint we will **always** write to you with a response and where appropriate tell you what went wrong and what has been done to put it right.
- Every customer who contacts the Housing Benefit service should be confident that they will be given accurate, comprehensive and useful information. This will be delivered by a member of staff who is polite, friendly, helpful, interested, informative and approachable.

* If there are long waiting times you may be able to book an appointment to see a Benefits Assessor at a later date.