



## **Customer Service Promise**

**Our commitment to you is to openly communicate, and be responsive and respectful to your individual needs**

### **Customer Service Purpose**

**We work as one team to provide exceptional customer service by:**

- **Always acknowledging and welcoming you**
- **Identifying ourselves to you when answering the telephone**
- **Using all resources available to us to give you clear and accurate information to the best of our knowledge**
- **Responding to all social media enquiries, emails or voicemails within one working day**
- **Yourself and our team have the right to be in a safe environment, therefore any form of threat, physical or verbal, will not be tolerated.**

**To obtain a copy of our Complaints policy, ask a member of our team or visit our website.**

---

#### **Contact Us**

Trowbridge Town Council, The Civic Centre,  
St. Stephen's Place, Trowbridge BA14 8AH

**T:** 01225 765072  
**W:** [trowbridge.gov.uk](http://trowbridge.gov.uk)  
**E:** [info@trowbridge.gov.uk](mailto:info@trowbridge.gov.uk)