

Customer Service Standards

Anglia Revenues Partnership provides Council Tax, Business rates collection and Housing benefits distribution service on behalf of:

- [Breckland Council](#)
- [East Cambridgeshire District Council](#)
- [Fenland District Council](#)
- [East Suffolk Council](#)
- [West Suffolk Council](#)

All our staff commit to delivering high quality customer service. We have developed customer service standards to help us to measure the service we provide to you.

Our service

When you contact us, we will:

- Be welcoming, well trained, knowledgeable, efficient, responsive, and courteous.
- We aim to resolve your enquiry at first contact. If we're unable to do so, we will clearly explain what you can expect, how long it will take, and keep you updated throughout the process.
- Actively listen to our customers and use feedback to improve the services and products we provide now and in the future.
- Make sure everyone has fair, easy, equal access to our services.
- Respect your right to privacy and confidentiality.
- When requested, make reasonable and appropriate adjustments to make sure people can use our services.
- Use accurate and plain language and avoid jargon in response to your enquiries.

Contacting us

There are several ways to contact us:

- You can use the website to find information, pay a bill, report or request a service. Visit [Contact Us \(angliarevenues.gov.uk\)](https://www.angliarevenues.gov.uk) and select your local authority.
- General enquires form - Visit [Contact Us \(angliarevenues.gov.uk\)](https://www.angliarevenues.gov.uk) and select your local authority.
- Phone - visit [Contact Us \(angliarevenues.gov.uk\)](https://www.angliarevenues.gov.uk) and select your local authority.
- Post – Anglia Revenues Partnership. Breckland House. St Nicholas Street. Thetford. Norfolk IP24 1BT

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How you can help us

We commit to providing excellent customer service and meeting customer expectations. There are many ways you can help us to achieve this, you can:

- Access most of our services online and in most cases, using our website is the quickest and easiest way to access our products and services to quickly resolve your query. You can use the website to find information, pay a bill, report or request a service.
- Make a payment online or by using your council's automated payment line
- Contact us, please ensure you have your reference number to hand
- Keep us updated of any changes to your circumstances which may affect your benefit, council tax or business rates
- Tell us if we exceed your expectations or don't deliver a service to your satisfaction
- Treat our staff with courtesy and respect. We will not deal with any rude or disruptive customers or tolerate any physical or verbal abuse towards our staff

If something goes wrong

- Please tell us so we can put things right for you and to ensure it doesn't happen again
- If you raise a complaint, we will investigate it in accordance with the complaints procedure of the relevant Council.
- Visit [Contact Us \(angliarevenues.gov.uk\)](https://www.angliarevenues.gov.uk) and select your local authority.