

Birmingham City Council Customer Service Strategy: 2022 and beyond

Easy
read



Our promise to you

Our **strategy** will make it easier to get the services you need.

A **strategy** is a long-term plan on what to do to achieve a certain goal.



We will use technology to make our services better for you.



We will make it easier for you to talk to us.



We will listen to what you have to say.



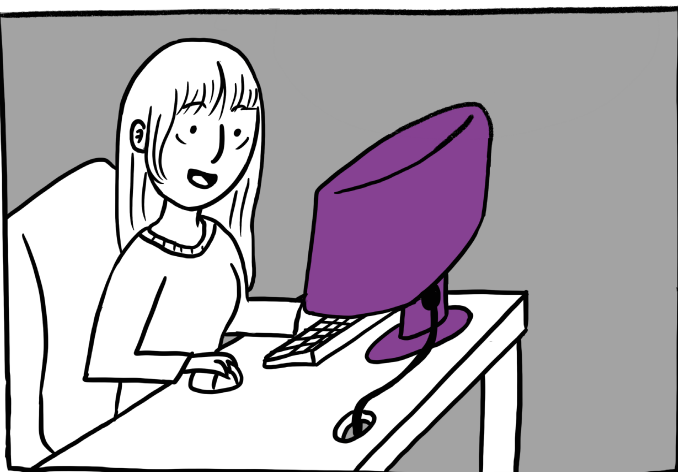
We will make it easier for you to access the information you need online.



We will train our staff to help you better.



We will become more connected so that we can respond to you faster.



We will work with you to build the services you want and need.



We will build better relationships with the people of Birmingham.

