

Customer Care Charter



As part of our commitment to you:

We will listen to you and be:

- Helpful
- Professional
- Well-informed
- Respectful

Contacting us:

- You can contact us via phone, in person, letter, email or the internet
- We will answer your query as soon as possible
- We will call you back promptly if we cannot answer your query straight away

We would like you to:

- Treat our staff with courtesy, respect and dignity
- Keep your appointment or let us know if you can't
- Tell us how to improve our services

Contact Warrington

Your single point of access to council services



26-30 Horsemarket Street

Monday to Friday 9am to 5pm and Saturday 9am to 1pm



01925 443322

Monday to Friday 8am to 6pm and Saturday 9am to 1pm



Contact Warrington, Lower Ground Floor,
New Town House, Buttermarket Street,
Warrington WA1 2NH