

SCHEDULE E.2
CUSTOMER SERVICES: Customer Services

Classes of information	Sub class	Description of information in class	Format/Location	Contact	Charge	Exempt from Disclosure
Who we are and what we do <i>NB: this should include current information only</i>	Location of Council Buildings	Location	Website https://www.stroud.gov.uk/council-and-democracy/about-the-council/contact-us/our-offices-ebley-mill-location-and-visitor-parking-information	Customer Services	No	No
	Opening Times	Opening Times	Website https://www.stroud.gov.uk/council-and-democracy/about-the-council/contact-us	Customer Services	No	No
	Service Contact Details	Contact Details	Website https://www.stroud.gov.uk/	Customer Services	No	No
	Service Area email addresses and contact form		Website https://www.stroud.gov.uk/council-and-democracy/about-the-council/contact-us/email-us			

Classes of information	Sub class	Description of information in class	Format/Location	Contact	Charge	Exempt from Disclosure
What our priorities are and how we are doing <i>NB: information should be provided for at least the current year and previous three years</i>	Action Plans	Older People's Health and Housing Plan	Website https://www.stroud.gov.uk/health-wellbeing/health-and-wellbeing-plans/older-peoples-health-and-housing-plan	Customer Services	No	No
		Health and Wellbeing Plan	Website https://www.stroud.gov.uk/health-wellbeing/health-and-wellbeing-plans/health-and-wellbeing-plan	Customer Services	No	No
Our Policies and Procedures <i>NB: this should include current information only</i>	Policies	Collections Policies and Procedures	Website https://www.stroud.gov.uk/search?q=collections	Customer Services	No	No

Classes of information	Sub class	Description of information in class	Format/Location	Contact	Charge	Exempt from Disclosure
Our Policies and Procedures <i>NB: this should include current information only</i>	Procedures	Complaints	Website https://www.stroud.gov.uk/council-and-democracy/about-the-council/contact-us/compliments-and-complaints/complaints	Customer Services	No	No
		Compliments	Website https://www.stroud.gov.uk/council-and-democracy/about-the-council/contact-us/compliments-and-complaints/compliments	Customer Services	No	No
The Services we Offer <i>NB: this should include current information only</i>	An alphabetical A-Z list of Council Services.	Detailed breakdown of services with contacts.	Website https://www.stroud.gov.uk/	Customer Services	No	No