



# factsheet

## CUSTOMER SERVICE STANDARDS

### ANIMAL LICENSING

Web: [www.charnwood.gov.uk/environment/animalsandpests.html](http://www.charnwood.gov.uk/environment/animalsandpests.html)

Tel: 01509 634628/634656

Email: [occupational.health@charnwood.gov.uk](mailto:occupational.health@charnwood.gov.uk)

These are regulated by our Environmental Health team and apply to the following: dog breeding, riding establishments, dangerous wild animals, zoos, animal boarding, pet shops, game licensing.

<b>When you:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
Submit a fully complete application for a licence relating to animal welfare establishments	Process and administer all full licence applications.  Information on various licences and fees involved obtainable using the telephone ,e-mail or website details provided above. (CS 17)	Within 1 month of receipt



## CUSTOMER SERVICE STANDARDS ANIMAL LICENSING

We will strive to ensure our customers are satisfied with the services we provide.

WE WILL:	MEASURE
Provide a prompt Service	Satisfaction rating where customers rate us positively against this standard.
Ensure staff are fully trained and knowledgeable about our services.	Satisfaction rating where customers rate us positively against this standard.
Provide a friendly and efficient service to all customers.	Satisfaction rating where customers rate us positively against this standard.
Provide useful & relevant information where appropriate.	Satisfaction rating where customers rate us positively against this standard.
Where possible and appropriate resolve the problem to your satisfaction.	Satisfaction rating where customers rate us positively against this standard.

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ भाषिती जुद्धी जुद्धी पद्धतिओमां उपलब्ध छे, ते भेणववा भाटे कृपा करी आ नंभर पर सैन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

एह न्णटकाजी रूध-रूध षरलां रिच भिल मरली ऐ। रिच रगमिल करन ल्छी भिररघानी करके रिम नंघर 'उे ड्रेन करे (01509) 634560

