



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

BUS SHELTERS

Web: www.charnwood.gov.uk/busshelters

Tel: 01509 634684

Email: land.drainage@charnwood.gov.uk

We provide and maintain some of the bus shelters within the Loughborough urban area. We aim to ensure that our facilities are clean and safe to use. Leicestershire County Council and others provide and maintain the remaining shelters within Loughborough, and all shelters in outlying towns and villages within the Borough. Leicestershire County Council deals with requests to provide new bus shelters and the re-location of bus stops.

In addition to the standards in the customer charter you can also expect us to deliver the following:

When you:	We will:	Within: (Timescale)
Report a damaged bus shelter	Investigate and initiate any necessary action (CS 56)	1 working day



CUSTOMER SERVICE STANDARDS BUS SHELTERS

When you:	We will:	Within: (Timescale)
provided by Charnwood Borough Council		

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.



CUSTOMER SERVICE STANDARDS BUS SHELTERS

WE WILL:	MEASURE
Where possible and appropriate resolve the problem to your satisfaction.	Satisfaction rating where customers rate us positively against this standard.

If you wish to find out how the service is performing against it's targets this information is available on the website at www.charnwood.gov.uk/CSS25

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

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

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती जुद्धी जुद्धी पद्धतिओमां उपलब्ध छे. ते भेगववा माटे कृपा करी आ नंभर पर सेन करो (01509) 634560.

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

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

