



factsheet

CUSTOMER SERVICE STANDARDS

CUSTOMER CHARTER

Web: www.charnwood.gov.uk/factsheets

Our Customer Service Strategy** say that we will be **Customer Focused**; putting the customer at the heart of everything we do and being dedicated to serving the needs of our customers.

We aim to deliver services which are:

- of a good and consistent quality
- responsive to the needs and expectations of our customers
- accessible by all our customers
- value for money

We have set 'service standards' for a range of the services we provide and these are printed in separate leaflets and are published

**** For a copy of our Customer Service Strategy visit www.charnwood.gov.uk or telephone 01509 634596**



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on our website www.charnwood.gov.uk/factsheets They are designed to advise you of the service you can expect from us and we hope you find them useful. We will monitor our performance against these standards to ensure we are providing you with excellent services, and if, for some reason, we are unable to meet the standard we will let you know and keep you informed.

These service standards are about services we provide to you and we need and value your feedback. You may wish to see changes, or may have ideas about improvements that we could make, if so, please let us know. Details of how you can contact us and give us your feedback, good or bad, are contained later in this factsheet. We appreciate you taking the time and trouble to get in touch – together we can ensure that we are providing services you want.

When you contact the council we will:

- Respect all customers and will always be polite, helpful and professional.
- Ensure all customers are treated fairly and will try to provide, wherever possible, different ways to deliver our services to meet the needs of individual customers such as different languages, braille, audio tape, large print, or home visits.
- Ensure that the information you provide is treated confidentially and share that information with other services so you don't have to give us the information again.
- Ensure your enquiries are dealt with promptly and efficiently and, wherever possible, ensure that your enquiry is dealt with by the first person you contact.

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These are the timescales in which we aim to deal with your enquiries, regardless of the service you contact:

When you contact us:	We will:	Within: (Timescale)
By telephone	An adviser will answer your call (CS 117)	Within 30 seconds (currently under review)
By visiting the council offices	Acknowledge you and the reason for your visit (CS 118)	Within 3 minutes
	An appropriate person will see you (CS 119)	Within 20 minutes
In writing by letter, email or fax	Reply* to you (in complex cases this may be a holding reply) (CS 120)	Within 10 working days
Complain about a service	Reply* to you (CS 121)	Within 15 working days
Request to speak to an officer within a specific service	If no-one is available to see you immediately we will arrange an appointment (CS 122)	Within 10 working days
Make an enquiry or request a service	Ensure your enquiry is dealt with by the first person you contact. (NI 14)	As soon as possible

* 'Reply' usually means a substantive reply but in complex cases this may be a holding reply

To help us achieve this we ask that you:



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- are courteous and respectful towards us
- provide the information we need as soon as possible
- let us know if you need a service to be provided in a different way to meet your individual needs
- make suggestions on improving our services

Feedback

We welcome and encourage feedback from you.

We are always looking for ways to improve our services. Your ideas, comments, suggestions, compliments and complaints provide us with valuable information which we can use to make improvements to our services and put things right for you if we can.

Please tell us if you:

- Have an idea to improve the services we provide
- Have a comment to make about our services
- Feel we could improve by doing something differently
- Feel we have done something well

Please complain if we:

- Have made a mistake in the way we provided a service
- Failed to provide a service
- Delayed in providing a service

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- Failed to act in a proper manner
- Provided an unfair service

There are several ways in which you can give us your feedback:

Log on to our website	www.charnwood.gov.uk
Email us	Suggestions/ideas to: suggestions@charnwood.gov.uk Complaints to: complaints@charnwood.gov.uk
Call us	01509 263151 (and ask for the relevant service)
Call by minicom	01509 215996
Come in person	Charnwood Borough Council, Customer Service Centre, Southfields, Loughborough, Leicestershire LE11 2TR
Write to us	To the relevant service at Charnwood Borough Council, Southfields, Loughborough, Leicestershire LE11 2TR For a list of services visit our website at www.charnwood.gov.uk
Fax a letter	01509 263791



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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.



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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 भाडिती जुडी जुडी पद्धतिओमां उपलब्ध छे. ते भेणववा भाटे कृपा करी आ नंभर पर क्षेत्र करे (01509) 634560.

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

ਇਹ ਜਾਣਕਾਰੀ ਵਖ-ਵਖ ਸਕਲਾਂ ਵਿਚ ਮਿਲ ਸਕਦੀ ਏ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

