



# factsheet

Environment Matters

## CUSTOMER SERVICE STANDARDS



## CUSTOMER CHARTER for LOUGHBOROUGH TOWN HALL



CUSTOMER SERVICE EXCELLENCE

Web: [www.loughboroughtownhall.html](http://www.loughboroughtownhall.html)

Our Customer Service Strategy\*\* states 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

Following consultation with you our customers we have set 'service standards' for a range of the services we provide and these are printed in separate leaflets and are published on our website [www.charnwood.gov.uk/factsheets](http://www.charnwood.gov.uk/factsheets)

\*\* For a copy of our Customer Service Strategy visit [www.charnwood.gov.uk](http://www.charnwood.gov.uk) or telephone 01509 634596



## CUSTOMER CHARTER LOUGHBOROUGH TOWN HALL

**CUSTOMER SERVICE STANDARDS**

When you visit or contact Loughborough Town Hall-

<b>We will:</b>	<b>Measure</b>
“Provide an efficient friendly service to all customers, we will be polite, helpful and treat all customers equally” (CS 176)	Satisfaction rating where customers rate us positively against this standard
“Ensure that facilities are maintained to a high standard of cleanliness at all times” (CS 177)	Satisfaction rating where customers rate us positively against this standard
“Provide facilities and services that are accessible to all especially children and people with disabilities” (CS 178)	Satisfaction rating where customers rate us positively against this standard
“Answer all telephone calls left on voicemail within 24 hours” (CS 179)	Telephone messages responded to within 24 hours
“Deal with all enquiries at our reception desk promptly, politely and efficiently” (CS 180)	Satisfaction rating where customers rate us positively against this standard
“We will ensure that our prices will compare favourably with those charged in similar establishments.” (CS 181)	Satisfaction rating where customers rate us positively against this standard. Benchmarking exercise twice a year.



## CUSTOMER CHARTER LOUGHBOROUGH TOWN HALL

These standards were considered to be important to you our customers and are designed to advise you of the service you can expect from us and how we will perform against them.

We will monitor our performance against these standards to ensure we are providing you with excellent services.

We will report back to you how we are performing against each standard on a monthly basis; reports will be displayed both on our notice board and on our website.

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 fact sheet. 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 or visit the Town Hall 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, audiotape, large print, or home visits.
- Ensure you are dealt with promptly and efficiently.



## CUSTOMER CHARTER LOUGHBOROUGH TOWN HALL

These are the timescales in which we aim to deal with your enquiries when you contact or visit the Town Hall

<b>When you contact us:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
By telephone	We will answer your call. or Respond to Voice Mail messages (CS 182)	Within 30 seconds  Within 24 hours
By visiting the Town Hall	Acknowledge you and the reason for your visit (CS 183)	Within 3 minutes
In writing by letter, email or fax	Reply* to you (CS 184)	Within 10 working days
Complain about a service	Reply* to you (CS 185)	Within 15 working days

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

**To help us achieve our customer standard commitments we ask that you:**

- are courteous and respectful towards us
- 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 that 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
- Failed to act in a proper manner
- Provided an unfair service



## CUSTOMER CHARTER LOUGHBOROUGH TOWN HALL

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

Log on to our website	<a href="http://www.charnwood.gov.uk">www.charnwood.gov.uk</a> <a href="http://www.loughboughtownhall.co.uk">www.loughboughtownhall.co.uk</a>
Email us	Suggestions/ideas to: <a href="mailto:suggestions@charnwood.gov.uk">suggestions@charnwood.gov.uk</a> <a href="mailto:townhall@charnwood.gov.uk">townhall@charnwood.gov.uk</a> Complaints to: <a href="mailto:complaints@charnwood.gov.uk">complaints@charnwood.gov.uk</a>
Call us	Box Office 01509 231914 Room Hire 01509 634775
In person	Ask at reception to speak to a duty manager
Write to us	Loughborough Town Hall Market Place Loughborough LE11 3EB
Customer comments form	Complete a customer feedback form and place it in the collection box in the foyer.

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/CSS29](http://www.charnwood.gov.uk/CSS29)

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。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (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 ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

