



factsheet

Prosperity Matters

CUSTOMER SERVICE STANDARDS

COMMUNITY GRANTS

Web: www.charnwood.gov.uk/community/communitygrantsscheme.html

Tel: 01509 634556

Email: grants@charnwood.gov.uk

The community grants scheme assists community and voluntary groups in providing community development opportunities.

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

| When you: | We will: | Within: (Timescale) |
|---|---|--|
| Submit an valid application (CS 205) | Consider your application and inform you of any decision. | 3 months from receipt of application |
| Expect decision (CS 206) | Notify you in writing | Within 20 working days of Charnwood Grants Panel making the decision |



CUSTOMER SERVICE STANDARDS – COMMUNITY GRANTS

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. |



CUSTOMER SERVICE STANDARDS – COMMUNITY GRANTS

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。

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 ਹਾਸਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

