

CUSTOMER SERVICE STANDARDS COMMUNITY SAFETY

Web: www.charnwood.gov.uk/safety
Tel: 01509 634920
Email: community.safety@charnwood.gov.uk

EMERGENCY PLANNING

Web: www.charnwood.gov.uk/pages/emergencyplanning
Tel: 01509 632562
Email: emergency.planning@charnwood.gov.uk

Charnwood's Community Safety Team is committed to promoting a safe and secure environment in Charnwood. Emergency Planning for Charnwood aims to prepare emergency plans and make arrangements to protect people, property and the environment in the Borough or reduce the impact on them from an emergency by working in partnership with the emergency services in the Borough.

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



CUSTOMER SERVICE STANDARDS – COMMUNITY SAFETY & EMERGENCY PLANNING

When you:	We will:	Within: Timescale)
Report an incident of Anti-Social Behaviour	Record and prioritise the complaint (serious, moderate & minor) (CS 106)	Immediately
	Respond to complaints according to priority	1 working day (serious) (CS 107) 3 working days (moderate) (CS 108) 5 working days (minor) (CS 109)
	Contact complainant to inform of progress until resolution of incident (CS 110)	Monthly
Report an incident of damage to public and private property by flooding, storm, fire, building failure and road traffic accidents	Investigate and respond (CS 111)	Immediately



CUSTOMER SERVICE STANDARDS – COMMUNITY SAFETY & EMERGENCY PLANNING

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 ਫ਼ੋਨ ਕਰੋ (01509) 634560

