

## CUSTOMER CHARTER for MARKETS & FAIRS



Web: [www.charnwood.gov.uk/shopping/markets.html](http://www.charnwood.gov.uk/shopping/markets.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

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



We have 'service standards' for a number of our services – this is No27 in the series. See [www.charnwood.gov.uk/customerservicestandards.html](http://www.charnwood.gov.uk/customerservicestandards.html) for the whole series.

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**CUSTOMER CHARTER for MARKETS & FAIRS**

When you visit or contact the Markets and Fairs Service:

<b>We will:</b>	<b>Measure</b>
“Council Market Staff (not stall holders) will provide an effective, friendly service to all customers-we will be polite, helpful and treat customers equally” (CS 198)	91% Satisfaction ratings where customers rate us positive against this service standard
“We will ensure that the Market Place is maintained to a good standard of cleanliness during Market days” (CS 199)	85% Satisfaction ratings where customers rate us positive against this service standard
“We will ensure that the Market Place is clean to a high standard once the Market has packed up for the day” (CS200)	85% Satisfaction ratings where customers rate us positive against this service standard
“We will ensure that we have a good quality of merchandise by encouraging and supporting Traders committed to providing good quality goods.” (CS 201)	90% Satisfaction ratings where customers rate us positive against this service standard?



## CUSTOMER CHARTER for MARKETS & FAIRS

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 Markets and Fairs Service 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 for MARKETS & FAIRS**

These are the timescales in which we aim to deal with your enquiries when you contact the Markets and Fairs Service:

<b>When you contact us:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
By telephone	We will answer your call	Within 30 seconds
By visiting the Markets Office	Acknowledge you and the reason for your visit	Within 3 minutes
In writing by letter, email or fax	Reply* to you	Within 10 working days
Complain about a service	Reply* to you	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

## CUSTOMER CHARTER for MARKETS & FAIRS

- 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 for MARKETS & FAIRS**

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>
Email us	Suggestions/ideas to: <a href="mailto:markets.fairs@charnwood.gov.uk">markets.fairs@charnwood.gov.uk</a> Complaints to: <a href="mailto:complaints@charnwood.gov.uk">complaints@charnwood.gov.uk</a>
Call us	Tel: 01509 634624
In person	Ask for Mick Jackson or Jean Wolfe
Write to us	Markets and Fairs c/o Charnwood Borough Council Southfields Loughborough Leicestershire LE11 2TR

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/CSS27](http://www.charnwood.gov.uk/CSS27)

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

