



# factsheet

## Environment Matters

### CUSTOMER SERVICE STANDARDS

### PUBLIC CONVENIENCES

Web: [www.charnwood.gov.uk/environment/publicconveniences.html](http://www.charnwood.gov.uk/environment/publicconveniences.html)

Tel: 01509 634905 / 634978

Email: [public.conveniences@charnwood.gov.uk](mailto:public.conveniences@charnwood.gov.uk)

Council owned public conveniences are opened, cleansed/replenished and closed on a daily basis (with the exception of Christmas Day). Inspections of rural public conveniences are carried out on a monthly basis to identify repair and maintenance issues. We work closely with our partners to reduce crime and anti social behaviour within these facilities.

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

<b>When you:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
Report a maintenance issue	Inspect the maintenance item and repair.	Minor faults within 7 working days (CS 51)



## CUSTOMER SERVICE STANDARDS PUBLIC CONVENIENCES

<b>When you:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
		Major faults within 28 working days (CS 52)
Report an issue of cleanliness	Inspect, clean and replenish (CS 53)	Within 1 day
Report an issue of crime or anti-social behaviour	Log incident and report it (CS 54)	Within 1 working day

We will strive to ensure our customers are satisfied with the services we provide.

<b>WE WILL:</b>	<b>MEASURE</b>
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.



## CUSTOMER SERVICE STANDARDS PUBLIC CONVENIENCES

WE WILL:	MEASURE
Provide useful and 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.

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 ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

