



## Our Customer Charter

### **We will:**

- Be courteous, friendly and efficient
- Listen carefully to what you have to say
- Provide information and advice in a form that you can easily understand
- Make ourselves available to you if you have difficulty coming to us
- We aim to respond fully to at least 80% of all enquiries, however or wherever you contact us
- We recognise all customers as individuals with differing needs and we can provide information in differing formats, including a translation service

### **If you visit:**

- You should not have to wait more than 5 minutes before being seen
- We offer private interview facilities
- We will wear a name badge and be smartly dressed

### **If you telephone:**

- We aim to answer all calls within 5 rings
- If we have to transfer your call, we will tell you the name of the person you are being transferred to and brief our colleague about your enquiry
- If the person you need is not available, a message will be taken.

### **If you write:**

- We aim to respond to general correspondence within 10 working days, to complaints within 15 working days and to Freedom of Information requests within 20 working days

### **If you e-mail:**

- You will receive an automated acknowledgement of receipt of your message and the Customer Services team will respond within a maximum of 3 working days
- If we are unable to respond fully to your enquiry, we will give you the contact details of the person who will be responding

### **If we visit your home:**

- All our staff and any contractors working for us always carry an identity card

### **You can help us by:**

- Letting us know if we have failed to keep any of the promises in this charter
- Giving us all the information we need to help you
- Letting us know if you have any special or individual needs
- Giving us your views on how well we deliver services