

Contact Details :

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This information can be made available in other formats, including: large print, cassette tape, CD or other languages if required. Tel: 01926 456338

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Customer Charter

The Standards you can expect

A guide to our customer
service standards and what
to do if things go wrong



What you can expect from us

- We will treat you with respect and courtesy
- We will give fair and equal treatment to all our customers irrespective of gender, race, disability, sexual orientation or religious belief
- We will provide a building which is accessible to all
- We will provide clear, straightforward information about all our services in a variety of formats and languages upon request
- We will provide access to Language Line should you need assistance for translation.
- We will aim to answer your enquiry at your first point of contact
- We will seek specialist advice where your enquiry cannot be resolved immediately
- We will provide a service for 50 hours per week
- We will aim to serve all customers within 5 minutes of arriving
- We will offer you confidential interview facilities when you require privacy

We welcome feedback

We want to provide high standards of service. If you have feedback let us know by completing a Comments form. If things go wrong, please let us know on our Complaints form so that we can:

- Put things right as quickly as we can;
and
- Listen to you and use what you tell us to improve the service

When you complain we will

- Respond to you professionally and politely;
- Treat your complaint seriously and keep it confidential;
- Put right any mistakes as quickly as possible;
and
- Let you know the outcome or the progress of our investigations within 20 working days of receiving your complaint

If we have made a mistake we will

- Say sorry;
- Explain what went wrong and why;
- Learn from the experience;
and
- Change our way of doing things.