

Customer Care Charter

This charter sets out the targets we work to when delivering services.



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Customer Relations
PO Box 300, Civic Centre
High Street, Kingswood
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Email:

Customercare@southglos.gov.uk

Website:

www.southglos.gov.uk

Customer Care Charter

INTRODUCTION

We aim to provide high quality services and information.

This charter sets out the targets we work to when delivering services. These relate to the whole council. Some services have further specific standards. Where these apply we will tell you.

Customer care

We aim to:

- Offer a friendly, welcoming and professional service.
- Make our services, reception and public areas fully accessible.
- Listen carefully to your question and give you the most appropriate and full reply as possible.
- Advertise our opening times and emergency contact details when our offices are not open.
- Offer a range of ways you can contact and communicate with us.
- Treat everyone politely and fairly.
- Use plain language and avoid the use of technical terms or abbreviations.
- Arrange for an interpreter or British Sign Language signer if necessary.
- Try and find out who will be able to help you if we are unable to give you the information or service you are looking for.

Answering phone calls and text messages

We aim to:

- Answer your call within 6 rings/20 seconds. If we are very busy and your call joins a queue we aim to put you through to a customer advisor within 60 seconds.
- Answer your call clearly stating our name and service.
- Put you through to the right place first time if it is necessary to pass your call to someone else, and tell you who you are being transferred to.
- Take your number and call you back within 2 working days if we need more time to answer your question.
- Respond to your text message or phone message within 2 working days.

Responding to letters, faxes, emails and web forms¹

We aim to:

- Send an acknowledgement within 5 working days and a response in full to your letter within 10 working days of receiving it. Where a full response cannot be given, we will update you regularly.
- Send an acknowledgement within 2 working days and a response in full to your email, fax or web form within 5 working days of receiving it. Where a full response cannot be given, we will update you regularly.
- Give you details of who is dealing with your question and their contact details.

¹Different timescales apply to correspondence dealt with under the Corporate Compliments, Suggestions and Complaints procedure and other leg

Meeting our staff

We aim to:

- Deal with your question within 10 minutes of you arriving at our public offices, or give an explanation for any delay.
- Be on time for appointments, let you know beforehand if we need to change it and give you an explanation for the delay.
- Make sure that the first person you deal with either answers your question or passes you onto the right person.
- Make sure private rooms are available in our public offices if you wish to talk about a private or confidential matter.
- Make sure our staff carry official identification at all times.
- Treat you and your property with respect.

Information

We aim to:

- Produce information about services that is accurate, accessible, useful and up to date.
- Tell you how to get information in other languages or formats such as large print or audio tape.
- Hold personal information about you securely and in line with the Data Protection Act.

What we expect from you

Please can you:

- Treat our staff with courtesy and respect. We will not tolerate rude or abusive behaviour.
- Give us all relevant paperwork and as much information as possible so we can deal with your question as quickly as possible.
- Arrive on time and let us know beforehand if you need to cancel or rearrange an appointment.
- Give us advance notice if you need a signer, interpreter or translator.
- Be reasonable with your requests and demands.
- Let us know if you are unhappy with the service you have received.

Compliments, Suggestions and Complaints

We welcome and value your feedback so that we can improve the services we provide to you.

Whether you want to compliment us, make a suggestion or let us know that something has gone wrong please contact us.

More information is available in our leaflet titled '**Help us to get it right**', available from our public offices, by calling **01454 868009** or by visiting our website **www.southglos.gov.uk/feedback**

ENGLISH

If you would like this information in a different format, for example: Braille, audio tape, large print, computer disk, BSL or community languages, please contact: 01454 868009.

ALBANIAN

Në qoftë se kete informacion do ta donit ne nje format të ndryshem, për shembull, ne alfabetin per te verberit ,audio kasete, me shkroja të medhaja, disk kompjuterik apo në gjuhën e komunitetit ju lutem kontaktoni Tel: 01454 868009.

BENGALI

আপনি যদি এই তথ্যাবলী বিভিন্ন রূপে চান, উদাহরণস্বরূপ : ব্রেইল, অডিও টেপ, বড় প্রিন্ট, কম্পিউটার ডিস্ক বা গোষ্ঠীগত ভাষাগুলিতে, তাহলে অনুগ্রহ করে এর সাথে যোগাযোগ করুন টেলি : 01454 868009.

CHINESE

如果你需要以不同形式取得這資料,例如,盲人凸字,聲帶,大號字,電腦碟或社區語言,請聯絡:電話: 01454 868009.

GUJARATI

જો તમારે આ માહિતી અન્ય રીતે મેળવવી હોય, ઉદાહરણ તરીકે: બ્રેઈલ, સાંભળવાની ટેપ, મોટા મુદ્રણ, શ્રેમ્પ્યુટર ડીસ્ક અથવા અન્ય ભાષાઓમાં, તો મહેરબાની કરીને 01454 868009 ઉપર ફોન કરો.

HINDI

यदि आपको यह जानकारी किसी और रूप में चाहिये जैसे कि: ब्रेल, औडियो टेप पर, बड़े प्रिन्ट में, कम्प्यूटर डिस्क पर य समुदायिक भाषाओं में, तो कृपया संपर्क करें टैलिफोन नम्बर: 01454 868009.

KURDISH

هه گهر تۆ جهه نه که ی نهم زانیاری به شیواری تر هه بیت بو نمونه: نووسینی چاپی بو کوئران، شریت، نووسینی گهوره، دیسکی کۆمپیوتەر، یان به زمانه کۆمهله لایه ته کان تکایه په یوه نۆی بکه به مه زماره وه 01454 868009.

POLISH

Niniejsze informacje dostępne są również w innym formacie, na przykład wydrukowane pismem Braille'a, wydrukowane dużą czcionką, zapisane na dysk komputerowy lub przetłumaczone na języki obce. W celu uzyskania kopii zadzwoń na numer: 01454 868009.

PORTUGUESE

Se quiser esta informação num formato diferente, por exemplo em Braille, audiocassete, letra de tamanho grande, disco para computador ou numa língua comunitária, por favor telefone para 01454 868009.

PUNJABI

ਨੇਕਰ ਤੁਹਾਡੀ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਉਦਾਹਰਣ ਦੇ ਤੌਰ ਤੇ, ਬਰੇਲੀ, ਸੁਨਣ ਵਾਲੀ ਟੇਪ, ਵੱਡਾ ਛਪਾ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਕਿਸੇ ਹੋਰ ਕੌਮਿਊਨਿਟੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01454 868009 ਤੇ ਸੰਪਰਕ ਕਰੋ।

SOMALI

Hadii aad rabto warkan oo si kale u yaala, sida isagoo ku duuban cajalad maqal ah ama cajalada koombiyuutarka ama ku qoran far waaweyn ama farta indhooleyaasha (Braille) ama ku qoran afkale fadlan lasoo xidhiidh Tel: 01454 868009.

URDU

اگر آپ کو یہ معلومات مختلف شکلوں مثلاً بریل، آڈیو ٹیپ، بڑے لفظوں، کمپیوٹر ڈسک یا دوسری زبانوں میں چاہئے تو براہ کرم ٹیلیفون نمبر 01454 868009 پر رابطہ کریں

VIETNAMESE

Nếu quý vị muốn lấy tài liệu này trong một hình thức khác, ví dụ, bằng chữ nổi, thu băng, in nét lớn hay đĩa compfutor, hay bằng bất cứ một ngôn ngữ cộng đồng nào, xin liên lạc với số điện: 01454 868009.