

Customer Charter

Our Customer Charter sets out our customer service standards and how we aim to provide high quality customer service which we will continuously monitor and review.

We will:

- Be polite and professional and treat you fairly and with respect
- Train our staff to give you the help you need
- Make sure our written and verbal communications are clear and easy to understand
- Aim to answer your query at the first point of contact wherever possible
- Regularly ask our customers for feedback and use this to improve our services

When you telephone us we will:

- Aim to answer your call promptly
- Tell you who you are speaking to and the name of the service
- Make sure any calls transferred are put through to the right place, first time
- If we promise to return your call we will agree a mutually suitable time

When you email us we will:

- Send you an acknowledgment that we have received your email
- Send you a full response within 5 working days unless a published alternative timescale exists
- If we cannot send a full response within 5 working days we will let you know when you can expect to receive a response

When you visit our Customer Service Centre we will:

- Greet you politely and promptly
- Provide a comfortable and pleasant environment for you to wait and be seen in
- Offer private interview facilities
- Provide self-serve facilities
- Aim to deal with your enquiry at first point of contact

When we arrange to meet you away from our Customer Service Centre we will:

- Be on time
- Introduce ourselves and provide official identification
- Let you know what will happen next and keep you informed of progress

Complaints, Comments and Compliments

We want to hear from you if you have a complaint or wish to make a comment or compliment.

We will:

- Welcome all feedback, including complaints
- Acknowledge complaints within 5 working days
- Send a full detailed response within 15 working days
- Use complaints and comments to develop service improvements

We ask that our customers:

- Treat our staff with courtesy and respect
- Keep appointments that are made for you or give us at least 24 hours' notice if you need to rearrange
- Provide us with the information we need to deal with your enquiry promptly
- Give us feedback and views to help us improve

Visit our website <https://www.oadby-wigston.gov.uk/> to find out more about our services