

Customer Services Charter

“We want to ensure we give all of our customers the best service all of the time.”

This charter aims to provide you, the customer, with a clear and detailed list of our service commitments.

Our commitment to you

- We will treat you with courtesy and respect.
- We will ensure we deliver what we promise when we say we will, if we fail to do so we will put in measures/ remedies in place.
- We will serve you as soon as we can.
- We will answer your query as best as we can, if we cannot do this we will pass you onto someone who can or we will get back to you with an answer.
- We will take the responsibility when dealing with your request making sure we do whatever is needed.
- We will ensure services are accessible and consider individual circumstances/special needs, e.g young and older people.
- We will gladly provide an interpreter or translator if required, however we ask you to tell us at least 24 hours in advance that you will require one. Most of the time we will be able to provide the service sooner, but equally there may be times when we will be forced to exceed this standard.
- We will give you choices about how and when to contact us.
- We continually aim to work more closely with other service providers to improve our service to you.
- We will use your feedback to help us improve our services.

When you contact us:

- When you contact the Customer Services Centre we aim to answer your calls as soon as we are able to do so. Where there is a delay with answering your call we will give you the option to leave a voicemail and we will aim to call you back the same day.
- When you contact a direct extension number we will aim to answer your call within 5 rings, if however we are unable to do so you will have an option of leaving a voicemail message.
- We will answer all calls confirming the section or department as well as stating our name.
- We will aim to give you all the advice and information that you may need.

When you contact us in writing, by email or an eform:

- When you contact us in writing we will aim to acknowledge your correspondence within 2 working days.
- We will give you a meaningful response within 10 working days. If we can respond sooner, we will do so. If we are unable to respond within this timescale we will let you know when a full response will be provided
- We will use clear, easy to understand language, avoid jargon and unnecessary statements.

When you visit us:

- We will see you as soon as we can and we will keep you informed of any delays.
- We will endeavour to give you all the advice and information that you need.
- We will arrange a private interview room if your case is sensitive.
- If you have an appointment we will aim to see you on time, however if there is a delay we will let you know about it as well as the reason for this.
- We will give you our name and contact details.
- We will provide a safe and comfortable environment.

When we visit you:

- We will arrange an appointment in advance at a mutually convenient time.
- We will ensure we give you as much notice as possible if the appointment has to be cancelled/rescheduled.
- We will always show you official identification before entering your property.
- Prior to our visit we will let you know of any additional information/ documentation we will need.

Help us improve our service

We welcome your comments on the service we provide. We will use them to help us improve our service. If you would like to compliment us, make a suggestion of improvement or make a complaint you can:

- Visit our website: www.slough.gov.uk and complete an online form
- Call us on 01753 475 111
- Write to us at My Council, Landmark Place, High Street, Slough, Berkshire SL1 1JL