



If you have any comments about this document, or need further copies or another format, please contact us on 01372 732000.

# Our Customer Charter

*serving the community*

**Customer Services**

Town Hall, The Parade, Epsom, Surrey. KT18 5BY  
tel 01372 732000

last updated 13 March 2018 - Our Customer Charter - Ref: 1984

**Telephone: 01372 732000**  
**Text: 07950 080202**  
**[contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)**  
**[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**

**If you would like a copy of this document in large print, on tape or in Braille, please contact 01372 732000**

**If you require a translation in your language, please contact:**

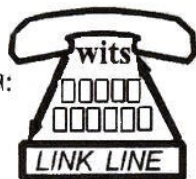
ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਫ਼ਿਰ ਪਾ ਕਰਕੇ ਸੰਬੰਧ ਕਰੋ:

જો તમને પોતાની ભાષામાં ભાષાંતર જોઈએ છે, તો મહેરબਾની કરીને સંપર્ક સાધો:

Se necessitar de uma tradução, contacte por favor:

যদি আপনার নিজের ভাষায় অনুবাদ চান তাহলে অনুগ্রহ করে যোগাযোগ করুন:

اگر آپ کو ترجمہ اپنی زبان میں چاہئے تو براہ مہربانی رابطہ کریں۔



**01483 750548**



### **As a Follow Up**

To make sure our procedures are and remain effective we may write to you to make sure you were happy with how your complaint was dealt with and ask for suggestions on how to improve.

If we fail to meet our promised standards please let us know by contacting us on 01372 732000 or through our website <http://www.epsom-ewell.gov.uk/complaints> so we can ensure improvements are made.

### **How you can help us**

The relationship we have with you is very important to us and it is two-way. We will try and help you in every way we can but we reasonably expect you to:

- ✓ Be polite, non-abusive and non-threatening – treat us with respect
- ✓ Provide us with clear, accurate and up-to-date information so that we can resolve your enquiry quickly and effectively
- ✓ Let us know beforehand if you need to cancel or rearrange a pre-arranged appointment
- ✓ Let us know if you have any special requirements
- ✓ Tell us immediately if you are unhappy with the service you have received or if your service standards have not been fulfilled
- ✓ Tell us when things have gone well.

**How to contact us:**

	Telephone: <b>01372 732000</b> Lines are open between <b>9am and 5pm Monday to Friday</b>
	Text: 07950 080202 Next Generation Text: 0800 7311 888
	Website: <a href="http://www.epsom-ewell.gov.uk/complaints">http://www.epsom-ewell.gov.uk/complaints</a>
	Writing: <b>Epsom &amp; Ewell Borough Council, Town Hall, The Parade, Epsom, Surrey KT18 5BY. DX 30713 Epsom</b>
	On Twitter: <b>@EpsomEwellBC</b>
	In person: You may visit our offices in the Town Hall (Epsom) between <b>9am and 5pm, Monday to Friday</b>
	<b>Through your local Councillor</b> You can contact your local Councillors with any concerns you may have . An up-to-date list of local Councillors can be found on our website or by telephoning us on the number above.

**The Council's ambition is:**

**Making Epsom & Ewell an excellent place to live and work.**

**E**psom & Ewell Borough Council is committed to reviewing and challenging its customer service standards to improve and achieve consistently high levels of customer service and accessibility across the Council. The ultimate aim is to enhance the customer experience, through meeting and exceeding customers' needs and expectations.

**W**e recognise that in order to achieve this ambition we must continually improve the way we communicate with and serve our customers. This Customer Charter has been established to demonstrate this commitment.



**The Customer Charter:**

- ◆ sets out the standards of service that you can expect to receive
- ◆ explains how you can give us your views
- ◆ gives Information on how you can contact us
- ◆ supports and demonstrates all of the Council's Core Values.

## Our Customer Service Standards – what you can expect from us, we will:

- ✓ Be polite, listen and remain professional at all times
- ✓ Provide you with clear, accurate and up-to-date information about our services and facilities
- ✓ Make sure staff are well trained and knowledgeable about the services they provide
- ✓ Give you a clear explanation of why we have made the decisions if we cannot meet your expectations
- ✓ Endeavour to make Council premises and services accessible to everyone
- ✓ Treat everyone equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality.

## If you visit us, we will:

- ✓ Keep our accommodation clean, tidy, safe, well-signed and welcoming
- ✓ Wear identification
- ✓ Resolve your enquiry as quickly as possible
- ✓ Respect confidentiality and, where appropriate, provide private interview rooms
- ✓ If you visit our premises, we will endeavour to see you at your appointment time. If, however, there is a delay, we will keep you fully informed
- ✓ If you visit us at our premises without an appointment, we will let you know the expected waiting time.



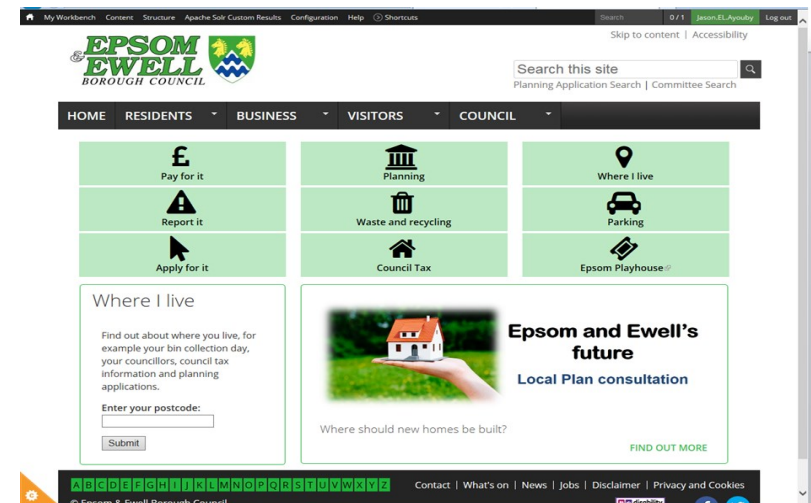
## Putting things right

We try to get things right first time but if things do go wrong, we will apologise, investigate and find out why. We will acknowledge where we have gone wrong and put in place preventative measures such as retraining, reviewing and changing procedures so that improvements can be made. We are committed to continuous improvement.

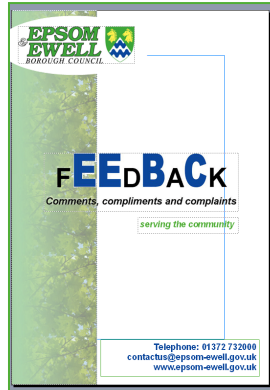
## Keeping you informed

Information is available from:

- ◆ our website - [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)
- ◆ on twitter - @EpsomEwellBC
- ◆ information leaflets
- ◆ press releases
- ◆ public displays
- ◆ liaison and consultative groups
- ◆ visits to the community



Please refer to our 'Comments, Compliments and Complaints' procedure for further information.



### Your views on our services

We actively encourage you to help us to improve our services by sending us comments, compliments and complaints. We will record, and where necessary, act upon your views.

### How will we deliver our promises?

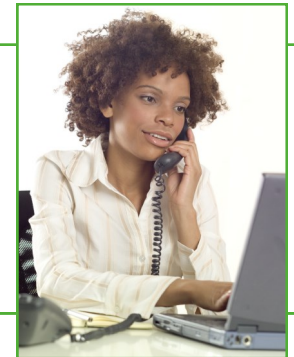
#### We will:

- ◆ provide ongoing customer care training to increase our staff's expertise and skills
- ◆ gain accreditation for quality where such accreditation will improve customer service delivery
- ◆ invest in technology to improve the speed, convenience and accuracy of the services we provide
- ◆ consult service users regularly to find out what you think about our services and how we might improve them
- ◆ ensure that communication is as open, honest and as clearly worded as possible

### If you telephone us we will:

- ✓ Answer 85% of calls within 15 seconds
- ✓ Inform you if your call needs to be transferred
- ✓ Return your call within one working day if you leave a message
- ✓ Leave up-to-date accurate voicemails with alternative contacts.

All staff will give their name when answering the telephone.



### If you write to us we will:

- ✓ Send an acknowledgement to all letters and faxes within 5 working days of receipt
- ✓ Give timescales for a full response to be sent
- ✓ Use plain and correct English
- ✓ Provide details of the person dealing with this matter
- ✓ If you ask us, provide information in Braille, in another language, on audio tape or in large print.

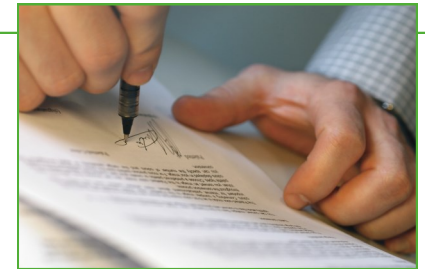
### If you contact us via the internet/website we will:



- ✓ Send an acknowledgement within two working days of receipt
- ✓ Provide timescales for a full response to be sent
- ✓ Use plain and correct English
- ✓ Provide details of the department dealing with this
- ✓ If you ask us, provide an email response in large print.

### If you contact us with a comment, compliment or complaint, we will:

- ✓ Respond to your complaint fully within 15 working days. When this is not possible, a timescale for a full response will be given
- ✓ Acknowledge your comment or compliment (upon request) within five working days
- ✓ Ensure each stage of the feedback process is followed until a satisfactory conclusion is met.



### If we visit you we will:

- ✓ Clearly explain the purpose of the visit
- ✓ Try to make a convenient appointment where appropriate
- ✓ Let you know beforehand if we need to cancel or re-arrange an appointment
- ✓ Be identifiable through our identity badges
- ✓ Keep details of any intended visits. If you have any doubt about whether the visiting officer is genuine or not, please phone us for confirmation
- ✓ Be polite and respect your home and your faith/beliefs
- ✓ Contact you if the visiting Officer is running late for an appointment, providing we have your contact details.

**DO NOT let anyone into your home unless you have checked their identity or you know them.**

### If you text or tweet us we will:

- ✓ Respond to your text / tweet within 2 working days
- ✓ Pass your query to the relevant department if we are unable to answer it
- ✓ Not charge you for the use of the text service, although the cost of sending a text message is dependent on the mobile phone network service tariff you use (refer to your mobile network service provider for details of charges).