



Customer Charter



It is our vision to make
Rochford District

*a place which provides
opportunities for the best
possible quality of life for all who
live, work and visit here.*

To achieve this vision we will work in accordance with the Council's Values to:

- 🌿 Be an open, accountable, listening and responsive Council
- 🌿 Put the customer and citizen at the heart of everything we do, delivering services in a caring and sensitive manner
- 🌿 Co-ordinate the management of resources with an emphasis on sustainability
- 🌿 Value the contribution of partners, employees and citizens, trusting each other and working collaboratively

We have a key objective to make a difference to our people, our community, our environment and our local economy.

This Charter sets out the overall service standards that you should receive when you contact us, and what to do if you feel these standards have not been met.

Our service standards

For all customers

- We will offer a welcoming and professional service, without prejudice or bias
- Where required, we will provide information in alternative languages and/or formats (i.e. Braille, larger size text) to meet the needs of our customers
- We will use plain language that is free from jargon

When you visit our offices

- We aim to see all visitors within 10 minutes
- We will provide a private interview room or area if your issue is confidential
- We will provide accessible, clean and safe reception areas

When you telephone us

- We aim to answer all telephone calls within 15 seconds
- You will receive a polite and professional greeting, that identifies who you are speaking to
- If we transfer a call we will give you the name and telephone number of the member of staff

When you email or write to us

- We aim to acknowledge your email within 1 working day
- We aim to acknowledge letters and online forms on request
- We aim to send a full reply to emails, letters and online forms within 5 working days
- If your enquiry will take longer than 5 working days to answer, we will let you know and keep you informed of progress



Listening to and learning from your views

- We welcome your feedback about how we can improve our services
- If you have a comment, compliment or complaint, you can use our online form, send an email or letter, or phone us
- We aim to respond to all complaints within 5 working days. If it will take longer than this we will keep you informed of progress
- Full details of our comments, compliments and complaints procedure are available on our web site, or by contacting us on the details below
- We aim to offer information about all of our services on our web site <http://www.rochford.gov.uk>

NOTE: These service standards apply to general contact; specific timescales apply in certain areas, e.g. Planning or Benefit applications

If you would like this information in large print, Braille, or another language, please contact 01702 318111



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**INVESTORS
IN PEOPLE** | Gold