



## Oldham's Customer Charter

This fact sheet can be made available in other languages or formats on request by contacting 0161 770 6666. For further information please see our detailed fact sheet Information for all.

### What you can expect from us

We will:

- Treat everyone fairly and with respect;
- Make our services easy to use, giving you choices whenever possible;
- Deliver services in a way that gives good value for money;
- Use customers views of services to make improvements; and
- Put matters right as quickly as possible if we get something wrong.

### When you contact us, we will...

- Answer the phone within 5 rings and deal with your enquiry at that point, wherever possible.
- Respond to letters within 10 working days of receipt.
- Provide an auto response to e-mails within 24 hours.
- Ensure that waiting times are kept to a minimum at our public reception points and aim to see customers within 5 minutes of arrival.
- All council staff will be identifiable by their identity badges.
- When visiting customers staff will show their identity badge to reassure customers of their identity and purpose of visit.

### Responding to complaints

We welcome your comments to improve our services. If you complain we will try to sort things out on the spot. If we are unable to do this we will acknowledge receipt of your complaint within 5 working days and look into your complaint and reply within 15 working days.

## **What we expect from you...**

- We expect you to treat staff politely and with the same courtesy that you would expect of us.
- Refrain from using aggressive behaviour, bad language, racist, sexist or discriminatory comment as this will not be tolerated.
- Provide us with all the relevant information we need wherever possible.
- Be on time for an appointment and let us know if you need to cancel.
- English is our principal language for written information.
- However, we will provide information in other formats and languages if appropriate and on request.

## **For more information**

Contact Suzanne Heywood, Customer Development Manager on 0161 770 4905 or by email [suzanne.heywood@oldham.gov.uk](mailto:suzanne.heywood@oldham.gov.uk)

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