



Oldham's Customer Charter

This Fact Sheet can be made available in other languages or formats on request by contacting 0161 222 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.

Respond 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 you would expect of us.
- We will not tolerate aggressive behaviour, bad language, racist, sexist or discriminatory comment.
- 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 Johanne Parsons in the Strategy and Performance Improvement Team on 0161 911 4688, or by email: johanne.parsons@oldham.gov.uk