

Customer Service Charter

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Why do we need a Customer Service Charter?

The Customer Service Charter describes the standards of service customers can expect from Blaenau Gwent Council.

Who are our Customers?

Within the charter the term “customer” relates to all residents and visitors who use the services we provide and includes the pupils, parents and carers served by our schools.

Our pledge to you

We want to provide an excellent customer service to everyone in Blaenau Gwent, this means putting the customer at the heart of the service and processes.

This Customer Charter will let you know what you can expect from us when receiving our services, and what we can expect from you.

Treating you fairly - WE will:

- > Be polite, helpful and considerate and take time to listen to you
- > Treat you with respect
- > Treat you as an individual and according to your needs
- > Protect your personal information
- > Deal with your requests and complaints quickly

Making access easier - WE will:

- > Develop services with your help, that meet your needs
- > Make our website accessible to everyone
- > Increase our online services for you to use at a time that suits you
- > Clearly advertise all the ways you can access our services (including face to face)

Keeping you informed - WE will:

- > Give you clear information about the right people to help you
- > Talk to you in plain language, without jargon
- > Keep all the information on our website up-to-date
- > Update you with any progress on requests and complaints

Getting it right - WE will:

- > Do what we say we will do
- > Say sorry and put things right if we have made a mistake
- > Tell you what to do next if you are not happy with how you have been treated
- > Use your feedback to shape our services
- > Train our staff to the highest standards

How you can help - YOU will:

- > Treat our staff with courtesy and respect
- > Give us the opportunity to put things right first
- > Provide us with honest feedback
- > Participate in surveys and consultations.

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