



## **Culture Commissioning, Customer Service Charter**

We believe that everyone has the right to be treated fairly, politely and with respect. We also want you to be happy with the service you receive from us.

This charter sets out how we will go about achieving those aims.

### **We will always aim to do the following;**

- Keep any appointments we make with you. If this is not possible, we will let you know before the appointment and make new arrangements.
- Try to sort out your enquiry the first time you contact us. If this is not possible, we will make sure that it is passed to an appropriate person who will deal with it for you.
- Make sure all our employees carry their Birmingham City Council identity card.
- Give you clear and correct answers to your enquiry, however you contact us, within 10 working days. If this is not possible, we will tell you why it might take longer to provide a full reply.
- Tell you the name of the person who is dealing with your enquiry.
- Make sure that issues you raise with us are dealt with confidentially, and give you clear advice.
- Make it easy for you to tell us if you are happy or unhappy with any of our services.
- Invite you to use our comments, complaints and compliments procedure so that you can tell us what you think of our services.
- Answer advertised telephone numbers within six rings.
- Display the minimum standards you can expect from the service you are using.
- Whenever you contact us, treat our employees with the same courtesy that we show you.
- **In return, we ask that you do the following:**
- Tell us as clearly as you can how we can help you.
- Keep appointments with us or tell us beforehand if you are unable to keep an appointment.
- Provide any documents or other information we need to help you.