

# Weymouth & Portland Borough Council

# **Customer Charter**

[www.weymouth.gov.uk](http://www.weymouth.gov.uk)



WEYMOUTH & PORTLAND  
*Borough Council*

# ACCESS HELP STATEMENT

Do you need help to complete this form? For example: large print, audio, Easy Read formats, other language or a home visit.

For assistance please ring 01305 838000, email [customercare@weymouth.gov.uk](mailto:customercare@weymouth.gov.uk) or visit our offices on North Quay, Weymouth and speak to a member of staff.



# Contents

page

- 1 Customer charter
- 2 Access
- 3 Our service standards
- 5 Complaints and feedback
- 7 Complaints and feedback form
- 9 Monitoring form
- 11 Contacting us

# **Customer charter**

## **Our commitment to you**

Weymouth and Portland Borough Council is a customer-focussed “can do” Council who puts the customer at the heart of all it does. We aim to make Weymouth & Portland a great place to work, live and visit.

## **We aim:**

- To deliver high quality public services and use our resources effectively to provide best value for taxpayers and users
- To provide effective community leadership and comply with the codes of conduct for local councillors and Council staff
- To encourage the participation of customers in matters that may affect them and encourage suggestions and feedback on our services
- Provide services and information at times and locations to suit our customers
- Work with others, in partnership, to deliver better services, and achieve more than we could alone
- Monitor and review our performance
- Encourage innovation and make best use of new technology
- Ensure all our staff are trained to provide a professional service in a courteous and polite manner
- To deal with complaints in line with our corporate complaints procedure

## **Corporate plan priorities 2007-2012**

Corporate priority 1:

Promote improvement in the local economy

Corporate priority 2:

Meet the housing needs and aspirations of the Borough

Corporate priority 3:

Protect and improve the natural and built environment

Corporate priority 4:

Be a well managed council

## **Access**

We will make every effort to ensure that a person is not denied access to any building because of a disability (e.g. wheelchair access).

If you have specific needs we will provide whatever help we reasonably can. We provide a translation service for customers whose first language is not English. Please contact us with any queries and we will do what we can to assist.

All customers have the right to use the facilities and services that we provide and to expect to be able to use them in a similar way and on similar terms as everyone else. We are committed to equal and fair access to information and services and we will not tolerate discrimination on any grounds.

# **Our service standards**

- Answer telephone calls within five rings (15 seconds)
- We will send an informative reply to correspondence within 10 working days
- We will respond to voicemail messages within one working day
- Email enquiries will be replied to within ten working days
- When you visit the Council Offices you will be seen by a member of staff within ten minutes
- We will make information about our services available at Council customer service points and via the Council website

## **We aim to provide an excellent level of customer service**

When you visit us:

- We will provide a polite, welcoming and efficient service
- We will be responsible and accountable for the accuracy and quality of our work
- No matter what the enquiry, our staff will deal impartially and with discretion. All matters will be treated in confidence
- We will offer you a private room to discuss your enquiry
- We will provide staff with the training and support required to deliver an excellent service to you
- Customer facing staff will wear a name badge so you can easily identify them

- Our staff will use their knowledge, skills and expertise to deliver the best services they can
- Our staff will listen to your views and try their best to understand and solve problems
- We will make sure that the area you are visiting is tidy, clean and welcoming

### When you call us:

- We aim to answer your call promptly and in a clear, concise and friendly manner
- Once your call is answered you will be given the name of the service area you are through to and the name of the person you are speaking to
- When transferring a call, we will pass on your name and details of your enquiry
- During your call we will repeat back to you your details to ensure accuracy, providing constant feedback on how we are dealing with your enquiry and what will happen next
- During your call we will either deal with your enquiry in full or forward your request to the relevant service for follow up action
- We will not transfer a call a second time. If we cannot deal with it ourselves we will arrange for a call back

## **We kindly ask that you**

- Are courteous and polite, including respecting private space
- Understand if we are experiencing temporary problems
- Provide all the relevant information to help us deal with your request efficiently
- Do not verbally or physically abuse Council staff - we will not tolerate any of our staff being abused in any manner
- Do not discriminate in any way
- Give us feedback on our services

## **Complaints and feedback**

Weymouth & Portland Borough Council aims to provide high quality services to all its customers, but we recognise that we may not always get it right. When this does happen, we promise to investigate complaints promptly and fairly.

You can complain or give us feedback on our services by:

- Completing the form on pages 7/8
- Visiting our website, [www.weymouth.gov.uk](http://www.weymouth.gov.uk) and completing our “Online complaints form”
- Phoning our Customer Care Team on 01305 838000
- In person, by visiting the Council Offices
- In writing

## What happens next?

- We try to deal with the complaint on the spot if it is straightforward and can be easily resolved
- For more complex complaints we will carry out a thorough investigation
- We will acknowledge receipt of your complaint in writing within ten working days giving you the name of the responsible investigating officer
- Where the complaint is about something outside of the Council's control, where we can we will advise how the issue can be best taken up and with whom.

### Stage 2

If you are unhappy with our response you can request that your complaint be referred to the Customer Services Manager who will ensure that your complaint is dealt with by the appropriate Head of Service. We aim to provide you with a full response within fifteen working days.

### Stage 3

If you remain dissatisfied, we will refer the complaint to a member of Management Team who will investigate your complaint further and will provide a written response within fifteen working days of receiving your letter. This is the final stage of our complaints procedure.

***continued...***

## Local Government Ombudsman

If you are not satisfied with our response or you feel that we have treated you unfairly, you can ask the Local Government Ombudsman to investigate your complaint.

The Ombudsman is an independent person who investigates complaints about local councils. The address is:

The Oaks No 2, Westwood Way,  
Westwood Business Park, Coventry CV4 8JB

Tel: 024 7682 0000

Fax: 024 7682 0001

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

If you have not been through our complaints procedure the Ombudsman may pass your complaint back to us to deal with.

I wish to make a...

Suggestion

Comment

Compliment

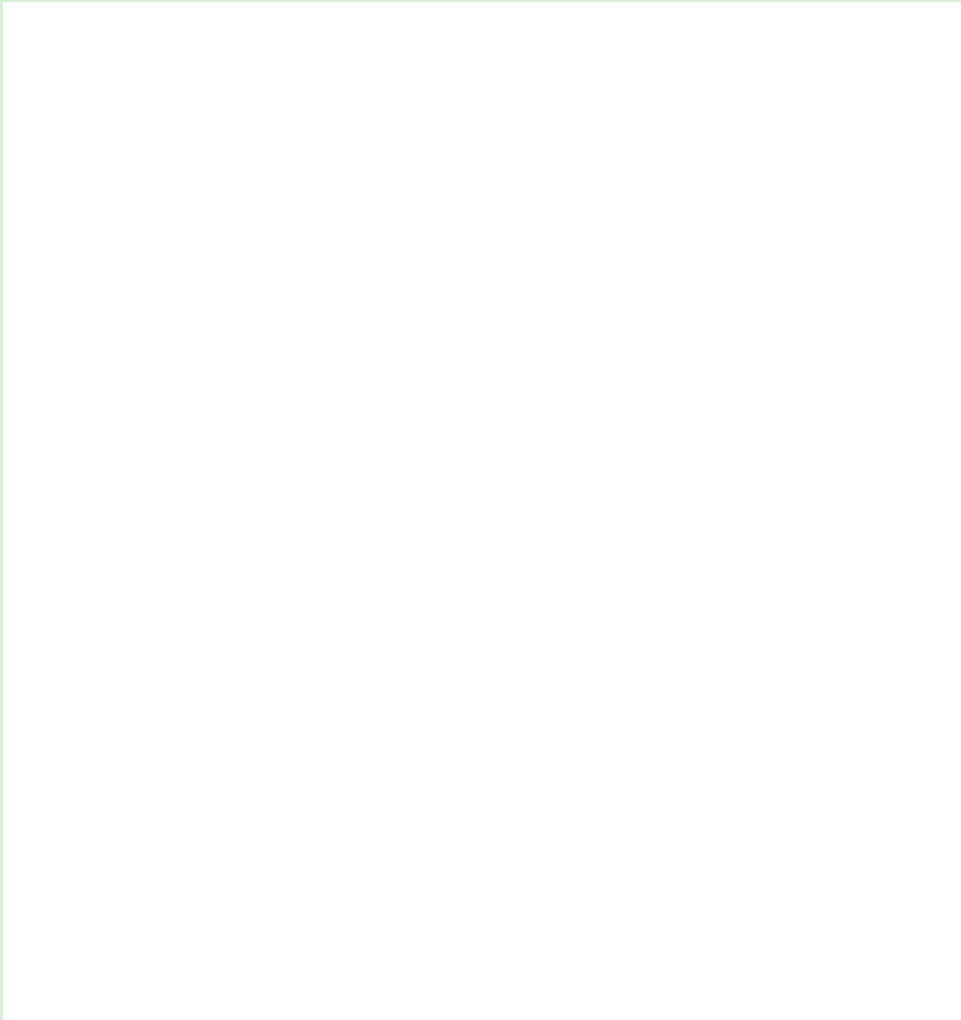
Complaint

Please give us your feedback

Please continue on separate sheet if necessary, thank you



***continued...***



Name

Date

Address

Postcode

Email:

Tel No.

# Monitoring

Weymouth & Portland Borough Council is committed to improving its policies and services, making sure that everybody is treated fairly, and that it is meeting the needs of all groups in the community. So that we can make sure we do this we would be grateful if you could answer the questions in this monitoring form which are voluntary and anonymous. The data collected will be held in strict confidence. The results will be used to find ways to improve the policies and services we offer.

1 Please indicate your ethnic origin by  in the appropriate box

a) White		b) Mixed	
British	<input type="checkbox"/>	White/Black Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	White/Black African	<input type="checkbox"/>
Romany / Gypsy	<input type="checkbox"/>	White/Asian	<input type="checkbox"/>
Traveller of Irish Heritage	<input type="checkbox"/>	Other mixed (please specify)	<input type="checkbox"/>
Other white European (please specify)	<input type="checkbox"/>		
		c) Asian or Asian British	
Any other white background (please specify)	<input type="checkbox"/>	Indian	<input type="checkbox"/>
		Pakistani	<input type="checkbox"/>
		Bangladeshi	<input type="checkbox"/>
d) Black or Black British		Other Asian (please specify)	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>		
African	<input type="checkbox"/>	e) Chinese or other Ethnic group	
Other Black (please specify)	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
		Other (please specify)	<input type="checkbox"/>
f) Prefer not to say	<input type="checkbox"/>		

2 Are you disabled? Please say how by  in the appropriate box

Mobility impairment	<input type="checkbox"/>	Visual impairment	<input type="checkbox"/>
Wheelchair user	<input type="checkbox"/>	Hearing impairment	<input type="checkbox"/>
Mental illness	<input type="checkbox"/>	Learning disability	<input type="checkbox"/>
Facial or other disfigurement	<input type="checkbox"/>	Progressive illness (e.g. cancer; MS; HIV)	<input type="checkbox"/>
Speech impairment	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

3 Please tell us your gender by  in the appropriate box

Female	<input type="checkbox"/>	Male	<input type="checkbox"/>
Transgender	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

4 Please tell us your age by  in the appropriate box

0 - 15	<input type="checkbox"/>	16 - 25	<input type="checkbox"/>	26 - 50	<input type="checkbox"/>
51 - 75	<input type="checkbox"/>	Over 75	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

5 Please tell us about your sexuality by  in the appropriate box

Bisexual	<input type="checkbox"/>	Gay man	<input type="checkbox"/>
Gay woman	<input type="checkbox"/>	Hetrosexual	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>		

6 Please tell us about your religion by  in the appropriate box

Buddhist	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	None	<input type="checkbox"/>
		Other .....	

Thank you for your contribution. If you wish to discuss this process any further please contact us on (01305) 838000 and ask to speak to the monitoring officer.



If you need this information in large print, Braille, in audio format, another language or would like to talk to a member of staff to discuss your needs, please contact us on:

**01305 838000**



Dokument ten jest życzenie udostępniany także w innych wersjach językowych, w dużym druku lub formacie audio

