

Charter 1

THE CITIZENS CHARTER

QUALITY OF SERVICE

We deal with a wide range of enquiries from you, the public. Some are straightforward and can be resolved immediately over the telephone, at an office or through other contact points. Others need further investigation or the benefit of specialist knowledge or expertise before they can be resolved.

We take pride in providing a high quality of service to you regardless of why or how you have made contact with us. We cannot guarantee that we will always be able to solve every issue but we are committed to providing a service that responds professionally and appropriately to your particular needs. We want you to feel satisfied that we have provided the highest quality of service and that we value you as our customers and take all your concerns seriously.

So what level of service can you expect when you have contact us?

We will provide excellent customer service by:

a) Making it easy to contact us

We are committed to ensuring that our services are accessible to you and responsive to both your individual and communities needs. We will ensure that details of how to contact us are widely available.

b) Providing a professional and high quality service

We are committed to responding to your needs by providing you with appropriate help and advice. We will take all your concerns seriously and explain what will be done to address them, including whether or not any further action will be taken and why.

c) Dealing with your initial enquiry

We will always give priority to emergencies however, whatever the reason is for you making contact with us, we will ensure that we take the appropriate steps to deal with your enquiry as soon as possible.

For example we will explain how we are going to deal with your query and provide you with a reference number where necessary. Where it is also necessary for a member of staff to visit you or for you to visit a police station, we will arrange a mutually convenient time for this wherever possible. We may refer you to an alternative organisation, for example your local authority or transfer you to a specialist department.

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d) Keeping you informed

We recognise the importance of being kept up to date on the progress of your enquiry. We will provide you with the relevant contact details for the individuals handling the enquiry as well as updating you informed of progress at a mutually convenient time and in an agreed way.

If we have not already been in touch with you, we will contact you monthly to let you know whether we are still actively looking into matters and if not we will explain the reason for that decision.

e) Ensuring your voice counts

We are committed to listening to what you have to say and in order to help us improve the service we provide we want to know your views. We will publicise widely a range of ways to obtain your feedback and we will also publish regular updates about what is being done to improve services.

g) Listening and responding to your concerns and complaints

If you are dissatisfied with the service you receive from us, we are committed to listening to your concerns and complaints so that we can improve our services in the future.

h) Dealing with Freedom of Information requests

We are committed to complying with the Data Protection and Freedom of Information Acts.

- We will respond to any appropriate request for personal information within 40 calendar days
- We will respond to any request for any other information within 20 working days
- We will ensure that any information on our website is accurate and kept under review

The Quality of Service Commitment

Our commitment to provide excellent customer service to you is set out in more detail in the "[Every Contact Counts - Citizens' Charter](#)".