

Customer Charter



Professional Straightforward **Fast** Consistent Easy
Respect Understanding Responsive **Email** Good
Listen **Trust** **Online** Telephone **Personal** Results

As the council it is our job to deliver services for residents and visitors to Brighton & Hove. We are committed to providing excellent services that are focused on you. This means:

Treating you with respect

We will treat you sensitively and with respect and do our best to help you by listening to you and keeping our promises.

Giving you a good outcome

We will aim to deal with your questions fully when you first contact us. We will explain our reasons, so you understand and are confident in how we make decisions, if the decision is not what you wanted we will tell you what you can do next.

Helping you quickly

We will deal with you as quickly as we can and will offer alternative ways to get in touch or find the information you need when we are busy.

Being easily accessible

You will be able to find out how to contact us and get the information you need easily.

In return we ask you to:

- Tell us if you are pleased with the service you have received
- Tell us if you are unhappy with the service you have received

Improving the Customer Experience, Appendix 2 Draft Customer Charter (early version for comment)

- Treat our staff politely and with respect
- Give us the right information so that we can deal with your enquiry properly
- Let us know beforehand if you need to change an appointment
- Let us know if you need an interpreter or language signer
- Give your views by joining in with the Get Involved campaign at www.getinvolvedinthecity.org.uk

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