

Boston Borough Council

Customer Charter



This document sets out the standard of services we aim to provide to people who contact us.

When you get in touch with us we will:

- Be welcoming and polite.
- Tell you who we are and which service we work for.
- Listen carefully to what you have to say.
- Record your details accurately.
- Take time to deal with your query in a fair, helpful, respectful, friendly and efficient manner.
- Resolve enquiries at the first point of contact wherever possible or ensure that you are put in touch with the correct department/person.
- Explain what further information we need from you to help resolve your query.
- Be prompt with our responses.
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- Respect your privacy and legal rights.
- Provide opportunities for you to be consulted and give feedback on how we are delivering services.
- Apologise if we make a mistake and correct it as quickly as possible.
- Provide you with a full explanation if we are unable to give you what you are asking for.

If you visit us we will:

- Welcome you on arrival.
- Wear our identity badges so you know who we are.
- Respect your privacy and see you in a private place if you prefer or offer an appointment wherever possible.
- Assist any visitors with particular access requirements.

If we visit you at home we will:

- Visit you at a time that is convenient for you where possible.
- Identify ourselves by showing you our identity badge.
- Keep an appointment or make contact with you if we are delayed.
- Respect your home.

If you telephone we will:

- Aim to answer your call as quickly and efficiently as possible.
- Greet you with hello/good morning or afternoon; give you our name and which service you have contacted.
- Try to answer your query. If we are unable to we will give you the contact details of the person who should be able to answer your query before we transfer you.
- Take your contact details if the person you wish to speak to is unavailable and ask that person to make contact with you either the same day, if possible or the next working day.

If you write to us we will:

- Respond to any communication using language which is clear and easy to understand, providing alternative formats where required.
- Include a contact name and direct telephone number wherever feasible, to help you if you need to contact us for any further information.

Response times - we aim to:

- Reply to Freedom of Information requests within 20 working days.
- Reply to Environmental Information requests within 20 working days unless there are exceptional circumstances where the information requested has been of a complex and voluminous nature. In these cases we will contact you.
- Reply to complaints made via Feedback within 28 working days and complex complaints with 30 working days.
- Reply to Rights requests under Privacy laws within one calendar month, unless we identify we need longer – and no longer than 3 calendar months.

We are committed to:

- Promoting fair treatment and equal access to services and employment opportunities for everyone, regardless of your race, religion or belief, disability, sex, age, sexual orientation, gender reassignment and marriage or civil partnership which are the Protected Characteristics designated by the Equality Act 2010.
- Provided details of how we process any of your personal information, and explain your rights to access, amend or erase.

We will not:

- Accept any form of abuse or discriminatory behaviour of any kind against our employees, customers and communities
- Always be able to give you the response you would like. If we cannot, we will explain why and try to offer another option or alternatives

In return please tell us:

- If your personal circumstances change
- If you are unable to keep to an appointment with us
- If you are unhappy with the service you have received from us
- When we have done something right or if you are happy with the service you have received from us
- If you need additional support when applying for our services
- If you need to communicate with us in a different way
- If there are ways in which you think we can improve our service to you