



Customer Access Charter

Our Promise to You

Allerdale Borough Council has an ambitious vision of making Allerdale 'a great place to live, work and visit'.

The Council Plan 2011-15 sets out the Council's vision and priorities. There are a number of key drivers set out in the plan which will shape future service provision and decision making. One of these drivers is customer satisfaction and service.

This customer service charter has been developed to ensure you receive high levels of customer service when you contact us and that we respond in a fast, efficient and helpful manner.

Customer access charter

We will provide the highest quality of customer care however you wish to contact us.

We will respect and treat all our customers fairly and equally and provide a translation service or specific formats of documents as required.

We will provide access to our services 24/7 via our website, www.allerdale.gov.uk. This provides facilities to make a report or application, check information and make payments, bookings, have your say and find information and map details. We will try to encourage and support customers to use our website as our preferred and most efficient method of contact.

All employees will identify themselves and carry appropriate documentation for this purpose if they visit you.

Office opening hours and contact details will be clearly displayed in the council buildings, on our website and within appropriate literature.

"Allerdale – a great place to live, work and visit"

Our Customer Service standards

If you contact us via our website we will:

- Provide an immediate meaningful response. Where this is not possible, an automated acknowledgement to your web form will let you know when a full response will be provided.
- Reply to you in plain English.

If you email us we will:

- Reply within two working days with a meaningful response or an acknowledgement advising when a full response will be provided.
- Give you the name and email address of the officer/ section dealing with your enquiry, where we have been unable to answer your enquiry immediately.
- Reply to you in plain English.

If you telephone us we will:

- Strive to answer calls within 20 seconds
- Call you back if you ask us to
- Strive to answer your enquiry immediately or return your call with an answer the same day. Where this is not possible, we will call you back let you know when a full response will be provided
- Give you the name and contact details of the officer/ section dealing with your enquiry, where we have been unable to answer your enquiry immediately.

If you write to us we will:

- Provide a meaningful response within 10 working days. Where this is not possible, we will let you know when a full response will be provided
- Reply to you in plain English.

If you visit us we will:

- Greet you in a polite and helpful manner
- See you as soon as possible
- Let you know the reason for your wait if a pre-arranged appointment has been delayed.
- Arrange a private interview room if required.

If we visit you we will:

- Arrange an appointment in advance, if that is appropriate
- Provide you with our identification before entering your property
- Let you know of any information we may need before we visit
- Give you as much notice as possible if an appointment has to be altered or cancelled

What we ask of you

To help us deliver the best service we can, we ask that all customers:

- Are courteous and respectful towards us
- Provide any information we need as soon as possible
- Let us know if you need a service to be provided in a different way to meet your individual needs

Satisfaction

If you are not satisfied with the service you receive your complaint will be treated seriously and responded to quickly. Complaints will be monitored and steps taken to prevent a recurrence.

To make a complaint please:

visit our website : www.allerdale.gov.uk/complaints or
email: complaints@allerdale.gov.uk.

We are also happy to hear positive or constructive comments and will use the information to continually improve our service. Please use our comments service to let us know if we can improve our services or if we have done something well.

To make a comment please:

visit our website: www.allerdale.gov.uk/comments or
email: comments@allerdale.gov.uk.

Contacting Customer Services:

Web: www.allerdale.gov.uk

Email: customer.service@allerdale.gov.uk

Telephone: 01900 702702

Visit us: Allerdale Borough Council
Town Hall
Oxford Street
Workington CA14 2RS

Allerdale Borough Council
Fairfield Car Park
Cockermouth CA13 9RU

Allerdale Borough Council
50 Main Street
Keswick CA12 5JP

Allerdale Borough Council
Senhouse Street
Maryport CA15 6BH

Allerdale Borough Council
Local Links Office
Market Hall
Church Street
Wigton CA7 9AA

Write to us:

Allerdale Borough Council, Allerdale House
Workington, Cumbria, CA14 3YJ

Please call 01900 702702 if you would like a copy of this
leaflet in a different format

