

Tell us what you think



2008-2009
Transforming Services:
Citizen Engagement
and Empowerment



2009-2010
Cohesive and resilient communities



2009-2010
Better outcomes for people and places

Customer Charter

The Council has values that set out how we will work:

- **Forward Thinking** - we are always ambitious to do better
- **Respect** - responding to the different needs and aspirations of our customers and those we work with
- **Professional** - striving to provide high quality services
- **Pride** - in our jobs, pride in the Council, pride in Chorley
- **One Team One Council**

The Council also commits to ensuring that you experience the best possible customer service. This means that:

If you visit:

- You should not have to wait more than 10 minutes before being seen
- We will try to deal with your query without passing you on to someone else
- If this is not possible we will explain why you are being passed on and to whom

If you call:

- We aim to answer the phone within 20 seconds
- If we have to transfer you we will tell you who you are being transferred to
- If the person you need is not available we will always take a message

If you write:

- We aim to acknowledge your letter within 5 working days and respond fully within 7 working days. If this is not possible we will write to tell you why and to let you know how long we expect it will take to respond fully
- Our response will always include the name of the person dealing with the enquiry and how you can contact them

If you text or email us:

- We will respond within 1 working day (this may be an automated acknowledgement)
- We monitor our performance against these standards. If you have a particular requirement, or need support in accessing our services, we will do all that we can to ensure that you receive this.

Welcome Chorley Council is committed to the highest level of service possible for all our customers. We are recognised nationally for providing high quality services around the needs of our customers and that our strong customer focused culture also remains high, but we are always looking for ways to improve.

Tell us what you think

This leaflet is designed to help you make a complaint, suggestion about where we could improve, or provide feedback where you have found our service to be positive. We'll use this information to make changes that make a difference to you.

Feedback is always welcome and helps us plan and deliver better services to you. If you compliment us in one area we can use it to ensure that good practice spreads to other services. You may simply want to make a comment.

Making a complaint

We don't always get it right. If you're unhappy with any aspect of our service, please let us know. You can speak to any member of staff or follow the procedure set out below.

Firstly...

If you're unhappy we'd ask you to contact Customer Services. You can do this by:

- Registering your comment on our website at chorley.gov.uk
- Calling us on 01257 515151
- Dropping into the Customer Services at our Union Street offices
- Writing to Chorley Council, PO Box 352, Chorley, PR7 1AL

Where we have let you down, we will try to put things right immediately. If you write to us or are not happy with our response to your visit or telephone call your complaint will enter our complaints procedure.

The complaints procedure

Complaints and feedback may be received in writing, by email, text or in person. Once we receive your complaint we will:

- Acknowledge that we have received your complaint, including an explanation of what will happen next and the name of the person dealing with the complaint within five working days
- Where it is not possible to resolve the issue immediately the complaint will be passed to the relevant Service Head or Manager
- We'll aim to provide a full response within 10 working days
- If it's more complex, it might take longer, but we'll keep you up to date on progress at regular intervals and let you know when you can expect to receive a full response

If you're not satisfied at this point then your complaint may be referred to the Chief Executive. Again you will be kept informed of progress and we'll aim to deal with the matter within 10 days.

And if you are still unhappy

If you are still unhappy with the way we have dealt with your complaint you can contact the Local Government Ombudsman. We will send you a leaflet that explains how to do this or you can pick up a leaflet at any of our reception desks. You can also contact the Ombudsman direct at:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Tel: 0845 602 1983
Email: advice@lgo.org.uk
Website: www.lgo.org.uk

Do all complaints follow this procedure?

For some services there are special complaints and appeals procedures that are set out by law. Examples include disagreements with Housing Benefit entitlement, Planning appeals or complaints relating to councillors. If these apply to your complaint then we will let you know.

Comments, compliments or complaints form

Your name:.....

Your address:.....

Postcode:..... Daytime telephone number:.....

Email:.....

Date:..... Please provide us with details of your comments or complaint:.....

.....
.....
.....
.....

What do you think the council should do now to put things right?

.....
.....
.....
.....

Have you written or spoken to anyone at the Council about this matter before? If so, please provide details:.....

.....
.....

If there is not enough room, please use extra sheets of paper. If you have any documents that relate to your complaint, please send copies with this form.

How do we make sure that we treat everyone fairly?

We're committed to providing services for everyone in Chorley. You do not have to answer the questions below, but if you do, your answers will be used to make sure that our services are being accessed equally. Everything you tell us is private and confidential and will not be shared.

Are you: Male Female Transgender

What is your age group?

0-15	<input type="checkbox"/>	16-17	<input type="checkbox"/>	18-19	<input type="checkbox"/>	20-24	<input type="checkbox"/>
25-29	<input type="checkbox"/>	30-44	<input type="checkbox"/>	45-59	<input type="checkbox"/>	60-64	<input type="checkbox"/>
65-74	<input type="checkbox"/>	75-84	<input type="checkbox"/>	85-89	<input type="checkbox"/>	90+	<input type="checkbox"/>

What is your ethnic background?

White

British
Irish
Any other white background
(Please specify)
.....

Asian or Asian British

Indian
Pakistani
Bangladeshi
Any other Asian background
(Please specify)
.....

Chinese

Chinese

Black or Black British

Caribbean
African
Any other black background
(Please specify)
.....

Mixed

White and Black Caribbean
White and Black African
White and Asian
Any other mixed background
(Please specify)
.....

Other ethnic group

(Please specify)
.....

Do you have a disability?

Yes []

No []

What is your religion or belief?

None []

[]

Hindu []

[]

Christian []

[]

Muslim []

[]

Buddhist []

[]

Any other religion or belief

Jewish []

[]

(please specify)+

Sikh []

[]

.....

What is your sexuality?

Hetrosexual []

[]

Gay man []

[]

Lesbian/Gay woman []

[]

Bisexual []

[]

Prefer not to say []

[]

Please return your completed forms to

Chorley Council, Civic Offices, Union Street, Chorley, PR7 1AL

Council opening hours

Monday to Friday 8.30am to 5pm

Telephone

01257 515151

Email

contact@chorley.gov.uk

Website

www.chorley.gov.uk

This information can be made available to you in larger print, on audio tape or translated into your own language. Please telephone 01257 515151 to access this service.

اے آئی ماہدیتی موڈی چہاڈ، سائونہوانی ڈے، آنے تہاری پوتانی لہاہامہ پوری پادہ شکیوہ ائیوہ۔
مہدےوانی کڑیوہ 01257 515822 اہر ڈے ڈیکوہ کڑوہ۔

ہم یہ معلومات بڑے حروف میں، آڈیو ٹیپ پر، یا آپ کی اپنی زبان میں مہیا کر سکتے ہیں۔ برائے مہربانی 01257 515823 پر ٹیلیفون کریں۔

Chorley Council
Civic Offices
Union Street
Chorley
PR7 1AL

t: 01257 515151

e: contact@chorley.gov.uk

w: www.chorley.gov.uk



Chorley
Council