

## Access to information

The Council is committed to the freedom of information and in particular your rights to access information under the Freedom of Information Act. In most cases the Council will provide the relevant information within 20 days of receipt of a written request and any necessary fee.

The Council in meeting its obligations will also respect other relevant legislation, which will be taken into account when a request is received about personal information.

**This publication is available on request as an audiotape, in large print and in Braille and it can be translated into other languages. For further details please contact Isle of Wight Council on (01983) 821000 (Typetalk available)**

## If you need to contact us

### Address

Isle of Wight Council  
County Hall  
High Street  
Newport  
Isle of Wight  
PO30 1UD

### Telephone and Fax Numbers (std. 01983)

Tel: 821000  
Fax: 823333

### Website and e-mail address

Website: [www.iwight.com](http://www.iwight.com)  
e-mail: [customer.services@iow.gov.uk](mailto:customer.services@iow.gov.uk)

### Opening Times:

**Call Centre** (Tel: 821000):

8am-6pm, Mon – Fri  
9am-1pm, Saturday

**Customer Service Centre:**

8am-6pm, Mon – Fri  
9am-1pm, Saturday

### Other Services

Contact the Call Centre to access all other services.

Isle of Wight Council

## Customer Service Charter

## Customer Service Standards

*We aim to deliver  
an excellent and  
efficient service to you*



***The Council is committed to delivering an excellent service to you. You should expect the following Standards from us:***

### **Excellent service for everyone**

We aim to provide excellent services that are accessible to all.

### **Clear and concise information**

We will inform you about our services and facilities and how to use them effectively. We will publish the opening times of all our facilities. We will also aim to ensure that information is relevant and written in plain language and we will provide explanations where necessary. All facilities will be well signposted and leaflets and other information clearly displayed.

All Council publications will be available on request as an audiotape, in large print and in Braille and if you need a Council document translated into another language please call us on (01983) 821000.

### **Courteous service**

We will provide a courteous and helpful service and we will deal with your enquiry as quickly as possible. All reception staff will wear a name badge and receive regular customer care training. Reception areas will be clean, safe, comfortable and smoke free. We will provide private interview facilities and access to a telephone where appropriate. Confidentiality will be respected.

When you visit us in person we will aim to see you within 5 minutes of arrival. An explanation will be given if we anticipate that you will need to wait longer than 15 minutes. Where appropriate, you will be offered the opportunity of making a future appointment.

## ***Answering the telephone***

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### **We aim to answer all calls promptly**

We aim to answer all calls within 15 seconds and deal with your enquiry directly.

When you are connected, staff in the Call Centre will state the Council name and their name. Staff answering the telephones within the Council and other facilities will state their department and their name.

### **We aim to deal with your enquiry without having to transfer you**

If this is not possible we aim to transfer you to the right person, first time.

## ***Dealing with correspondence – where a reply is needed***

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### **We aim to reply to all written correspondence, within 5 working days of receipt**

Where a full reply is not possible within that time, an acknowledgement will be sent stating who is dealing with your enquiry and how to contact them. This acknowledgement will, whenever possible, say how long it will be before you will receive a full reply. A full reply will always be sent as soon as possible but within 20 working days of original receipt (there are exceptions to this; for example, student loans and planning applications).

## ***Contact by council staff***

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### **Visits to your home**

If a member of staff has to visit your home, this will normally happen at a mutually agreed time. Any member of staff visiting your home will show an official identity card.

If you have doubt about the identity of a member of staff, you should telephone the Council on (01983) 821000. We aim to give you at least 24 hours notice if we need to re-arrange an appointment. If you have to cancel an appointment, please try to inform the Council at least 24 hours in advance.

### **Contact with you**

If we contact you by telephone we will say who is calling and ask if it is convenient for you to take the call, and if not, call again at an agreed time.

## ***Compliments and comments***

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We will regularly survey our customers to ensure that we are providing the best possible services and we will seek your views on planning and delivering our services. If you wish to comment on our service please contact us or use the Comment Card that you will find in all offices and reception areas and on our website.

## ***Complaints***

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As a Council we try to get things right first time. However, sometimes we don't succeed. If something is not resolved to your satisfaction, you have the right to make a complaint. You can do this over the telephone, in person or in writing. We aim to deal with any complaints about our service courteously and quickly. However, if you are still not satisfied you have the right to take the complaint further and this must be done in writing.

You can get copies of our complaints procedure and forms from all our offices and reception areas and from our website.

We monitor our procedures to ensure that our Standards for handling and resolving complaints are met.