

# Herefordshire Council and NHS Herefordshire Customer Charter

Herefordshire Council and NHS Herefordshire have made a commitment to deliver efficient, excellent services and improve outcomes for our customers including businesses, residents and visitors.

Together we have set out a charter detailing a single set of standards, which demonstrate the level of service you should expect from us.

## We will:

- Be professional and courteous at all times.
- Provide you with a welcoming and helpful service.
- Treat everyone openly, honestly and with respect.
- Identify ourselves by name when answering the telephone.
- Wear an identity badge at all times.
- Respect customer confidentiality.

## When you visit one of our public access buildings we will aim to:

- Acknowledge and receive you promptly and see you within 15 minutes of your arrival, or advise you of when you can be expected to be seen.

## When you telephone us, we will aim to:

- Answer your call promptly and wherever possible within 15 seconds.
- Answer all messages left on an answer machine or voicemail within 1 working day, or if it will take longer, the message will tell you when we will contact you.

## When you write to us, we will aim to:

- Acknowledge your letter or email within 3 working days of receipt and where appropriate respond within 10 working days, or advise you if it will take longer.

## From you we ask:

- You are polite, courteous and respectful to our employees and other customers.
- You do not cause a nuisance or disturbance.
- You inform us when you have received good service.
- You tell us if we get it wrong and twice a year we will publish the most commonly raised issues and what we have done to put things right.

## If you make a complaint:

- We will deal with it under the "Making experiences count" procedure, further guidance can be found at:  
[http://www.herefordshire.gov.uk/council\\_gov\\_democracy/council/7653.asp](http://www.herefordshire.gov.uk/council_gov_democracy/council/7653.asp)

Alternatively telephone 01432 260535 or email [feedback@herefordshire.gov.uk](mailto:feedback@herefordshire.gov.uk)