

WORKS UNIT

Customer Charter



THE SERVICE

- DOMESTIC REFUSE COLLECTIONS
- TRADE WASTE COLLECTIONS
- BULKY HOUSEHOLD COLLECTIONS
- STREET SWEEPING AND LITTER PICKING
- LITTER BIN EMPTYING
- TRADE SKIP SERVICE
- BOTTLE & PAPER BANK COLLECTIONS
- TOILET CLEANING

CONTACTING US

When you contact us we will:

- Be approachable, helpful and considerate
- treat you with courtesy and politeness
- listen and understand customer needs
- treat all customers equally

You can contact us in any of the following ways



By **telephone**

- We aim to answer 96% of all telephone calls within 6 rings (20 seconds)
- When we speak to you we will say good morning or afternoon, give the name of the service or person you are speaking to and ask how we can help you.
- If we cannot help you immediately we will let you know who you have been speaking to and when we will contact you.
- If your call needs to be transferred to another section, the details of your enquiry will be passed on.
- We aim to answer all messages left on answer machines within 24 hours (Monday to Friday).
- If you leave a message on an answer machine and it is likely to take more than 24 hours, the message will tell you when we will contact you.



- In **person** you can contact us between 8.30 am and 4.30pm
- No appointment is necessary and we aim to see 100% of people within 10 minutes.

- All staff will wear name badges.
- You will be seen in private if you wish.



In **writing** Works Unit.

Unit 4,
Seven Brethren Bank,
Barnstaple
EX31 2AS

- We aim to reply to 100% of letters within 10 working days.
- Where we are unable to respond in the above time, we will advise when a response can be expected and who is dealing with the matter.
- Responses will be typed and easy to understand.



By **computer** by sending an e-mail to
greensweepdirect@northdevon.gov.uk

- We aim to respond to 100% of emails within 24 hours of receipt (Mon-Fri - 8.30am – 4.45pm)

STANDARDS OF SERVICE

We will tell you when we are reaching our standards through the local press, reception area, on the Council's website at www.northdevon.gov.uk and in the Council newspaper.

In addition to the above standards, the following are specific to this service :

- Code of Practice on Litter and Refuse.

LEGISLATION

- Environmental Protection Act 1990 section 34
Under the Environmental Protection Act 1990 we must have the street at a Grade A standard at the end of its scheduled first sweep.

We must operate within legislation relating to Equal Opportunities such as Disability Discrimination Act and Race Relations (Amendment) Act in providing services to ensure we do not discriminate against any individuals.

If you feel we have discriminated against you on the grounds of race or disability, gender, age, religious belief or sexuality, the Citizens Advice Bureau (CAB), Commission for Racial Equality (CRE) or the Disability Rights Commission may be able to advise you on the appropriate course of action you should take.

We will take into account your views and give feedback through the local press, Council's newspaper, website and in our reception areas.

PUTTING THINGS RIGHT

We intend to get things right first time, but if things do go wrong we want you to feel comfortable about challenging us and making a complaint.

You can make a complaint by contacting the service direct by any of the methods previously listed, or you can ring the Complaints Line on 01271 388444.

We will acknowledge all complaints received within 3 working days and send a full response within 10 working days.

Should the response be longer than 10 working days we will contact you and let you know when we will be able to reply.

If you are unhappy with the response, you can ask for your complaint to be reviewed. This will normally be undertaken by Customer Services.

SPECIAL NEEDS

If you would like this information or any information we produce to be provided in alternative languages, in braille or on audio tape, please contact Customer Services on 388240 or e-mail us on customer_services@northdevon.gov.uk.

We aim to provide this information within 15 working days of any request. We will let you know if this is likely to take longer.

REVIEW

This Charter will be reviewed every two years.

FURTHER INFORMATION

If you would like further information on any of the services we provide or have any comments about how this Charter could be improved, please contact us on 01271 340390

This Charter was produced on 6th June 2007