

If you are unable to read this document because of disability or language, we can assist you. Please call the Kingston Council helpline on **020 8547 5757** or ask someone to call on your behalf.

چنانچه قادر نیستید این نامه را به دلیل ناتوانی یا مشکل زبان بخوانید ما میتوانیم به شما کمک کنیم. لطفاً خود یا شخص دیگری با شماره کمک شهرداری کینگستون تماس بگیرید.
تلفن ۰۲۰۸۵۴۷۵۷۵۷ (020 8547 5757)

"당신이 신체적인 불편함 혹은 언어 문제로 인해 이 서류를 읽지 못할 경우, 저희들이 돕겠습니다. 킹스톤 의회 상담전화(Kingston Council helpline) 020 8547 5757 로 직접 전화하시거나 혹은 다른 사람에게 전화를 부탁하십시오"

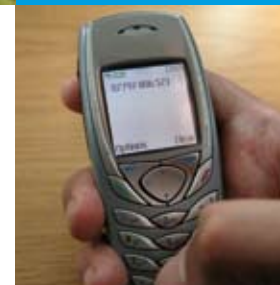
ئەگەر تۆوانای خویندەئەوێ ئەم نوسراوەت نە ئەبەر پەككەوتەئە / بئ تۆوانای یاخود ئەبەر زمان تێنە گەشتن . ئەوا ئێمە نەتۆوانین یارمەتیت بەدین . تۆكایە پەيوەندی بۆكە بە هێئێ یارمەتێ شارۆوانی كینگستۆنەوێ (Kingston Council) بەژمارە تەئەفۆنی 02085475757 یان بەگەس ئێكە بەئەناوی تۆوێ پەيوەندی بۆكات .

إن لم تكن قادراً على قراءة هذا النص بسبب اللغة أو أي عائق آخر، اتصل بنا فذ نحن نستطيع مساعدتك. الرجاء الاتصال بخط مجلس كنجستون للمساعدة (Kingston Council helpline) على الرقم 020 8547 5757 أو اطلب من أي شخص آخر الاتصال بنا نيابة عنك.

“ਜੇਕਰ ਤੁਸੀਂ ਅਪਹਜਤਾ ਜਾਂ ਭਾਸ਼ਾ ਦੇ ਕਾਰਣ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹਨ ਵਿੱਚ ਅਸਮਰਥ ਹੋ, ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ 020 8547 5757 'ਤੇ ਕਿੰਗਸਟਨ ਕੌਂਸਲ ਦੀ ਹੈਲਪਲਾਈਨ 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਅਪਣੇ ਵੱਲੋਂ ਕਿਸੇ ਨੂੰ ਕਾਲ ਕਰਨ ਲਈ ਕਹੋ।”

Caso você nao consiga ler este documento devido a disabilidade ou idioma, nós podemos ajudar. Por favor, lique para o canal de atendimento Kingston Council no telefone 020 8547 5757, ou solicite a alguém para ligar por você.

உங்களால் இந்த கடிதத்தை படிக்க இயலவில்லை என்றால் தயவு கூர்ந்து கிங்ஸ்டன் உதவி மையத்தை நீங்களோ அல்லது உங்களை சார்ந்த எவராவது தொடர்பு கொள்ளவும்.
தொடர்பு கொள்ள வேண்டிய எண் 020 8547 5757



CUSTOMER STANDARDS

'Putting our Customers First'



Customer First Performance targets

'Kingston Council has adopted these service standards so that you know exactly what level of service you can expect. We regularly monitor our performance against these standards, but if you feel that we do not meet these standards when dealing with you, please let us know.'

- 80% of telephone calls answered within 30 seconds
- 95% of customers visiting without an appointment be seen within 15 minutes of arrival
- 100% of emails to be acknowledged within 1 working day
- 100% of written correspondence (letters and email) to receive a response within 10 working days
- 80% of queries to be resolved without referral





Introduction

We want Kingston to be one of the very best places in which to live and work. In order to achieve this we are committed to providing high quality services in accordance with our agreed Customer Service Standards.

Our approach to customer service is to provide high quality advice and information in a friendly and professional way, and to provide high quality advice and information in a friendly, professional way and to answer your query first time. Sometimes this means waiting a little longer than we would like, but it does mean we will go out of our way to get it right first time.

We are also committed to listening to our customers, residents and visitors and using this information to improve our services.

Sometimes things go wrong, or our performance is not as good as we would like. We therefore operate a complaints, comments and compliments procedure and provide feedback about our performance.

This leaflet summarises our Customer Service Standards and sets out our commitment to be an organisation that listens and is open about its performance.



Visiting a Council building

We aim to provide a friendly, high quality service in a comfortable and safe environment.

Our priority is to answer your query professionally and courteously first time.

- We aim to resolve all queries during your first visit.
- We take access and equality seriously. If you have difficulty accessing a service, please let us know and we will help. If required, you have the right to an interpreter.
- We wear clearly visible name badges so you know who you are talking to.
- We will protect your privacy and will make checks to ensure that you are who you say you are before giving any personal information to you or changing your records. More information about how we protect your privacy is available in the Kingston Council Privacy Charter.
- Our staff have the right to work without fear of being threatened. Abusive behaviour will not be tolerated. Verbal, physical, racial or sexual abuse towards our staff or customers is unacceptable.

We measure the performance of our face-to-face services on a monthly basis and publish the results in main Council buildings and at www.kingston.gov.uk.





Contacting the Council by telephone

We aim to provide a high quality, friendly and personal telephone service.

Our priority is to resolve your query professionally and courteously first time.

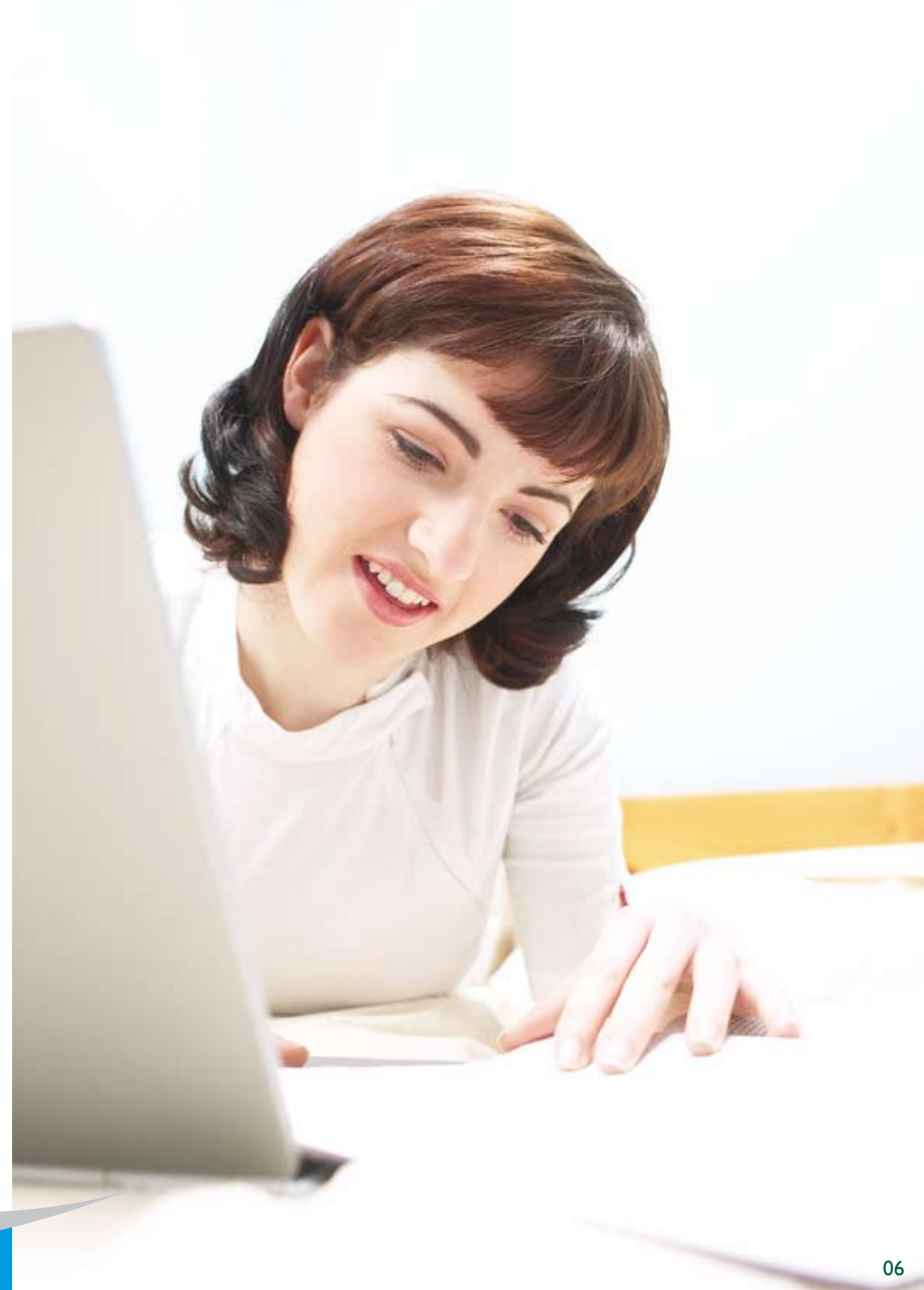
- We aim to resolve all queries without referral.
- We will treat all callers fairly and with respect.

We measure the performance of our telephone services monthly and publish this information at www.kingston.gov.uk

- We answer all of our telephone calls politely, giving our name and confirming which service you have contacted.
- We protect your privacy and operate in accordance with the Kingston Council Privacy Charter.
- We do not use voicemail on telephone numbers that are published for customers during office hours.

Contacting us by letter or email

- We will acknowledge all emails within 1 working day and provide a customer reference number where applicable.
- We will respond to all written communication, including complaints, within 10 days of receipt. If we cannot provide a full response then we will provide an explanation and an indication of when a full response can be expected.
- All written communication will contain the name and telephone number of the contact person responsible for the query.
- We will write to you using plain English and will not use jargon or abbreviation.





Compliments, comments and complaints

We welcome compliments, comments and complaints about our services.

We have a publicised compliments, comments and complaints procedure and this is available on the Council website.

For some services, such as adult social care and parking penalty notice appeals, there are different arrangements.

In all cases we will treat your compliment, comment or complaint seriously and investigate the issues you raise as quickly and objectively as possible.

We record all compliments, comments and complaints and use the information collected to improve our services.

Access and equality

We aim to provide an accessible, high quality service for all.

- We work to provide access to services at times and in locations to suit your needs.
- We can provide information in large print or on audio tape for people with sight difficulties.
- We are working to make sure all of our public buildings are accessible to people with disabilities and comply with the access requirements set out in the Disability Discrimination Act 1995.
- We provide an interpretation and translation service to ensure that all of our services are accessible.
- Before we take major decisions or change our services we consult to get your views.



Kingston Council Privacy Charter

We will respect the privacy of all of our customers and the following checks will be carried out to clarify the identity and status of a customer before we will disclose any personal information or make any changes to our computer records.

We will check a customer is who they say they are, we will do this by checking personal details against those held on our records. If necessary we will ask for further evidence or identification.

- If a third party (adult or organisation) is acting on behalf of a customer, we will request authorisation or evidence from the customer giving authority for them to act on their behalf.
- If a Councillor or MP is acting on behalf of a customer, we will request authorisation or evidence from the customer giving authority for them to act on their behalf.
- Information gathered by the Council may be disclosed to other local authorities, police authorities and government departments where this is required and permissible within the law.
- We will not share sensitive or personal information about you across Council services unless it is necessary or appropriate to deal with your case or query.
- The Council may check information about you from certain third parties to prevent fraud or to provide better services.
- Under Freedom of Information legislation you have a right of access to 'recorded' information held by the Council. Recorded information may be in any form including reports, emails and letters. Where a request is submitted under this legislation the Council has a duty to provide it within 20 working days. Some information is "exempt" from disclosure and when this occurs the Council will say this is so.





Our expectations of you

We expect customers to:

- Provide all relevant, appropriate and known information we need to address their query.
- Be on time for appointments or let us know if you are not attending.
- Treat staff, contractors and other customers politely and with the same courtesy that you expect from us.
- To refrain from using abusive language or threatening behaviour. Verbal, physical, racial or sexual abuse towards our staff or customers is unacceptable and will not be tolerated.

If you would like to know more about anything featured in this booklet please contact us:

Telephone: 020 8547 5757

Email: contact.us@rbk.kingston.gov.uk

On-line: www.kingston.gov.uk

Letter: Royal Borough of Kingston
Guildhall
High Street
Kingston upon Thames
KT1 1EU

