

Customer Charter

A Customer Service Vision For Hartlepool

Customers of Hartlepool Borough Council will get a service that is excellent. Customers will always be warmly welcomed, will trust us to act in the best interests of their community and see us as honest and fair. Our words, actions and plans will always be in the interest of our customers. We will join up what we do and how we do things so that we do the whole of the job. Our customers' communications needs will be known and met.

The 'Hartlepool Way' will become the customer care standard that others aspire to.

Customer Promises

The Council is committed to providing an excellent service to our customers.

As a Council we aim to:

- be friendly, approachable and professional
- respond quickly and efficiently to requests for service or information
- provide straightforward information about our services
- get things right the first time and correct them promptly if they go wrong
- deal with complaints speedily and simply, learning lessons from them
- actively seek the views of our customers and take account of their comments
- balance the needs of individual customers with those of the wider community
- promote equality and fair treatment including equal access to services
- ensure that all information provided to us is handled sensitively and confidentially
- provide customer care training to all staff and monitor delivered standards
- help people who use our services
- answer telephone calls quickly
- continuously improve our services for customers and offer value for money
- ensure that all information provided is dealt with confidentially

This document is also available in other languages, large print, and audio format upon request.

Please contact us on 01429 523335.