

CUSTOMER CHARTER



OUR VISION

To be an organisation of excellence committed to improving the quality of life of all the people of Test Valley.

It is our aim to ensure each person who contacts the Council is treated as an individual and has a positive experience. Understanding customer needs is at the centre of how we develop the way we conduct our business with and on behalf of the citizens of the Borough.

OUR COMMITMENT TO YOU

Whenever you contact us we will treat you fairly and with courtesy and respect.

We will listen to your needs and deal efficiently with your enquiries.

We will try to get things right first time, every time.

We will communicate with you in the most appropriate way to meet your needs and the needs of your community.

We will use ideas and suggestions to improve services for the future.

We will invest in our staff, ensuring they have the skills and knowledge they need to deliver an excellent service.

We may not always be able to give you the answer you want but will ensure we explain the reasons why in an easily understandable way.

When we don't get it right we will take complaints seriously and will always try to use feedback to implement positive improvements.

ACCESSIBILITY

We will ensure everyone has equal access to our services.

Our website provides many ways for you to access our services direct at a time convenient to you.

We offer a Customer Service Centre in Andover and Romsey. This provides a telephone enquiry service and also a face to face service.

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We offer a Customer Service Centre in Andover and Romsey. This provides a telephone enquiry service and also a face to face service. The Centre is open between the hours of 8.30am and 5.00pm Monday to Thursday and 8.30am and 4.30pm Fridays, excluding Bank Holidays. An out of hours emergency service is available along with a voicemail system.

If you wish to contact us by post, email or fax – we will respond to your request efficiently using plain English without being unnecessarily technical or full of jargon.

IN RETURN WE EXPECT YOU:

To treat our staff courteously and politely at all times.

To behave appropriately to help us resolve your query - we will not tolerate physical or verbal abuse, threats and discrimination towards our staff.

HOW TO CONTACT US:

WEBSITE: www.testvalley.gov.uk
and follow the links to Contact Us

EMAIL: info@testvalley.gov.uk

ADDRESS: Test Valley Borough Council,
Beech Hurst, Weyhill Road,
Andover SP10 3AJ

TELEPHONE: **01264 368000**

ADDRESS: Former Magistrates' Court
Church Street, Romsey
Hampshire
SO51 8AQ

TELEPHONE: **01794 527700**

MINICOM: (for the hard of hearing)
01264 368052

HOW TO COMPLAIN:

WEBSITE: www.testvalley.gov.uk
and follow the links to Complaints

EMAIL: complaints@testvalley.gov.uk
or chiefexec@testvalley.gov.uk

ADDRESS: see contact us above

TELEPHONE: see contact us above

YOUR FEEDBACK:

We welcome any comments or suggestions that you might have. Please use the space below to record this and return the form to: Customer Services, Test Valley Borough Council, Beech Hurst, Weyhill Road, Andover, SP10 3AJ or contact us via the website as above.

AGE GROUP (OPTIONAL): Under 18 18-24 25-34 35-44 45-54 55-64 65-74 75+

POST CODE:

How we will use the information provided:

- We may contact you about your comments.
- We will share information without identifying you to improve and plan the Council's services and with others providing services on our behalf. If you have any concerns regarding this please let us know.