

Dudley Council Customer charter

for Dudley Council Plus
Benefit services
Council tax , business rates and sundry debts

www.dudley.gov.uk



Introduction

We aim to provide high-quality services and information for all people living, visiting and working in the borough. This charter sets out the standards we are working towards.

As a council, we try to get things right first time and provide professional, courteous and efficient services. We work closely with and consult partner agencies and communities to improve and deliver our services.

Our contact centre, Dudley Council Plus, gives you a single point of contact for information and queries on any council service.

Whether you email, call or visit the centre, you'll get a high quality service from our team of specially trained advisors, who will deal with your enquiry sensitively and with discretion.

The centre is also designed to meet the latest disability requirements.

We will achieve our commitment to you in the following ways.

When dealing with you, we will...

- be courteous, helpful, open and honest
- treat you as an individual and respect your confidentiality
- treat you fairly and not discriminate against you because of your age, disability, gender, ethnic origin, religion or belief, or sexual orientation

- provide you with clear, relevant information about our services, using plain language and in a format that is easy to understand
- ensure that our staff are trained and give you the help and advice you need. If they are unable to do this, we will ensure that you are put in touch with someone who can help and advise you
- explain in a clear and sensitive way if we are unable to provide a service

If you call us we will...

- attempt to answer all calls and 80% of them within 30 seconds
- greet you politely, tell you who you are speaking to or the name of the service or place you have been connected to
- deal with your enquiry without having to transfer you. If this is not possible, we will explain this clearly and transfer you to someone who can deal with your enquiry or take a message and get someone to contact you

If you write to us we will....

- attempt to respond within 10 working days where a response is appropriate

If we visit you we will...

- make an appointment at a time that suits you and where appropriate confirm this in writing
- always show identification

If you visit us we will...

- make sure reception areas are safe, clean, warm and comfortable
- attempt to see you within 10 minutes of arriving. If you have to wait longer than this, we will explain why
- communicate in a way that is acceptable to you
- make sure the first person you deal with either answers your enquiry or passes you on to someone who can
- respect confidentiality by providing a place for you to discuss issues with us in private
- respond positively to any special needs you have, including, where prior notice is given, arranging for specific facilities to be available
- make alternative arrangements to see you if, because of illness, disability or caring responsibilities, you cannot visit our office

Your feedback compliments, comments and complaints...

As a council we try to get things right first time, sometimes however we don't succeed.

If you wish to comment, compliment or complain about a service, please contact us. You will find information about how to do this in reception areas and on our website.

We will regularly survey our customers to encourage feedback and will monitor and act on this feedback to ensure we are providing the best possible services. It helps us make decisions about how we deliver services and promote good practice across the council.

Personal information

To help us provide you with a better service we need to handle your personal information.

When we ask you for personal information, we promise:

- to make sure you know why we need it
- to ask only for what we need and not to collect too much or irrelevant information
- to let you know if we plan to share it with other organisations to give you better public services - and if you can say no
- to make sure we don't keep it longer than necessary
- not make your personal information available for commercial use without your permission
- to protect it and make sure nobody has access to it who shouldn't

How to contact us

Call 0300 555 2345

Our telephone lines are open from 8:30am to 5pm, Monday to Friday and 9am to 12 noon on Saturdays

In an emergency you can contact us using the same number. If this service is closed, a recorded message will advise what you should do.

Council tax and business rates

0300 555 8000

Council tax benefit and housing benefit

0300 555 8100

Sundry debts

01384 814941

Calls should be charged at the local rate

For customers with a text phone, you can use the text relay service by prefixing the above numbers with 18001

Online www.dudley.gov.uk

or email

Dudley Council Plus

dudleycouncilplus@dudley.gov.uk

Benefits (council tax or housing)

customer.benefits@dudley.gov.uk

Council tax and business rates

revenue.finance@dudley.gov.uk

Sundry debts

debtors.finance@dudley.gov.uk

Visit

Should you wish to visit us, Dudley Council Plus in Castle Street, Dudley is open

Monday to Friday 8:30am to 5pm

Saturday 9am to 12 noon

Post

Dudley Council Plus

259 Castle Street, Dudley DY1 1LQ

Benefits (council tax or housing)

The Council House, Priory Road, Dudley DY1 1HF (post only)

Council tax, business rates and sundry debts

PO Box 3, Council House, Priory Street, Dudley DY1 1HG (post only)

If you require this leaflet in large print please call 0300 555 2345