

Head Office

East Pallant House, 1 East Pallant, Chichester PO19 1TY
Tel: (01243) 785166 Fax: (01243) 776766
Email: contact@chichester.gov.uk

Opening hours: Mon - Thurs: 08:45 - 17:10 Fri: 08:45 - 17:00

Midhurst Area Office

North Street, Midhurst GU29 9DW
Tel: (01730) 812251 Fax: (01730) 817716
Email: midhursthelp@chichester.gov.uk

Opening hours: Mon - Fri: 09:00 - 12:30 / 13:30 - 17:00

Selsey Area Office

55 High Street, Selsey PO20 0RB
Tel: (01243) 605803
Email: selseytc.help.point@westsussex.gov.uk

Opening hours: Mon - Fri: 10:00 - 12:30 / 13:30 - 16:00

Text relay: textphone and minicom users can dial 18001 in front of full telephone numbers to access Council services via British Telecom Text Relay Service.

Or visit our online services at www.chichester.gov.uk

Other leaflets that may be of interest:-

- **"Your Views Count"**
- **"Has someone gone that extra mile?"**

If you would like this leaflet in another format, e.g. larger print, please contact 01243 534679

Chichester District Council

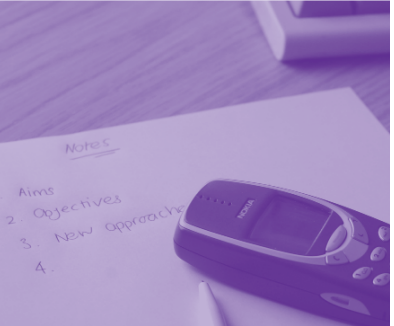


Chichester District Council

www.chichester.gov.uk



Customer Charter



Customer Charter

Chichester District Council respond to hundreds of requests for a variety of services each day. We know that the way in which we deliver our services will have an impact on how our performance is measured and judged by the people who come into contact with us.

We are committed to providing a quality service to our customers which is efficient, responsive and caring and have adopted this Charter so that you know what you can expect of us.

When you meet a member of staff or Councillor of Chichester District Council you can expect us to:-

- Be respectful and courteous
- Identify ourselves when talking over the telephone or visiting you in your home or out in the District
- Be honest in our dealings and fair in our decision making
- Give clear explanations and reasons for the decisions we make or advice we give
- Try to give you a choice of ways to access our services
- Provide a translation and interpreting service wherever possible
- Investigate any complaints made about our services

When you contact us by telephone:

- We will aim to answer telephone calls within 6 rings
- We will introduce ourselves or our service area

When you write to us by letter, email or through our website:

- We will aim to reply within a maximum of 10 working days. If we need to do additional work and it is not possible to give a detailed reply within this time, we will reply to you within 7 working days, advising you of when you can expect a full reply
- We will always give you the name of the officer dealing with your enquiry and a contact telephone number
- We will use plain english in our responses and avoid the use of jargon

To help us to provide this level of service, we would ask you, as our customers to:-

- Be courteous to our staff
- Provide clear explanations and/or instructions
- Let us know if you have concerns or when things go wrong so that we may resolve the problem on your behalf

We commit to seek the views of our customers to help us understand what your needs are and your experiences in dealing with us. We will use this information to set future commitments and standards and to measure and be accountable for our services

For more information or if you would like to comment on our performance in meeting the promises in this charter, please contact:

Fiona Delahunty,
Customer Service Centre Manager
Tel. 01243 534734
Email: fdelahunty@chichester.gov.uk