



London Borough
of Hounslow

Our Customer Charter



Hounslow People Commitments

Hounslow People Commitments: Customer Charter

Mission Statement:

Aiming high - Ambitious for borough residents

Values:

Getting it right - Going the extra mile

Customers can expect:

- Our knowledgeable and committed staff to put your needs first
- To be kept well informed
- Staff who want to help, and are courteous and engaged
- A single point of contact, and resolution of your inquiry, with clear signposting of services

The council commits to:

- All our staff being committed to putting your needs first
- Ensuring that all information is up-to-date and correct
- Make sure you are always delighted with the help and guidance we give you
- Being joined up and not passing you around the organisation

Innovating - Learning from experience

Customers can expect:

- Us to put things right when they go wrong
- To be consulted about changes to the services we provide
- Us to improve our services based on your feedback
- Us to constantly think about ways of improving everything we do

The council commits to:

- Apologising if we make a mistake and fixing it quickly and fairly, and learning from our mistakes
- Making it easy for you to have your say in what we do and how we do it
- Using your feedback to make changes and removing any unnecessary bureaucracy
- Delivering continuous improvement and increased satisfaction

Spending wisely - Every penny counts

Customers can expect:

- Information about what is being spent where and why
- Modern and responsive services based on what works for you
- That we continually look for ways of keeping costs down by becoming more efficient
- Simplified processes

The council commits to:

- Being transparent and publicising service performance, budgets and expenditure
- Constantly looking for ways to improve our services and save money
- Always looking for ways to save money
- Reducing the cost of a request through efficiencies

Many talents - One aim

Customers can expect:

- Knowledgeable teams who can help you when the unexpected happens
- A consistent standard of service, whichever part of the council you contact
- Us to do more when you need us most
- An integrated and seamless service

The council commits to:

- Making sure we are here to help you quickly when things go wrong
- Ensuring that staff are clear about what is expected of them
- Working across the organisation to help you with any emergencies
- Having effective internal and external communication systems

Listening - Responding

Customers can expect:

- Clarity about the services we offer and honesty about what we can and can't do
- A prompt response to resolve inquiries with committed service standards, be it by phone, in person or online
- To be treated with courtesy, respect and understanding
- To be involved in decisions which directly affect you

The council commits to:

- Keeping our promises by doing what we say, when we say
- Making sure your experience is as efficient and helpful as possible
- Understanding your needs, pressures and situation
- Providing you with choices where we can do so

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