



**Happy?
Dissatisfied?**



Have your say



Improve our services



**Passport to
Improved Service**



Passport Control





This Passport is designed to make it easier for you to let us know how you think we handled the issue you raised.

It allows you to comment on the service we have provided, tell us what you think or say 'thank you' when you want to. You may also use it to make suggestions for improvements you think we could make.

Our Customer Care Charter already tells you about the standards and targets we aim for in our services. We are committed to providing quality services, delivered fairly, courteously and responsively.

We need your opinion so that we can provide our services according to our Charter. Suggestions from customers can help us to focus on issues we may not have considered.

We like to know when you are not satisfied and this helps us learn how to improve and deliver a better service in the future.

We also like to know when we have got things right, this helps us to maintain excellent service. And a "Thank you" is always appreciated.

Your feedback is important, it allows us to keep improving the service we provide. Which is why we hope you will use this Passport to let us know how we have looked after you as a customer of Salisbury District Council.

Thankyou is always appreciated!

THANKYOU

Expectations

When you contact us, you can expect us to:

- listen to you and make every effort to help
- be fair, responsive and courteous
- be professional and well-informed
- endeavour to provide services that meet your requirements
- be clear about the services we can offer
- endeavour to get things right first time
- encourage you to comment on our services
- respond effectively to your comments and use them to keep improving our services

When you contact us, we expect you to:

- treat our staff with respect
- act honestly in your dealings with us

Please read our Customer Care Charter.

Please tell us about it. Our staff appreciate your compliments, and if we know what we are doing well, we can make sure we keep doing it.

Please use the form overleaf to compliment a service or to say 'Thank you' to our staff for a job well done. Please return the completed form to one of our customer services staff by hand or post.

Salisbury District Council
Customer Services
Pennyfarthing House
18 Pennyfarthing Street
Salisbury
SP1 1HJ

Tel: 01722 434662

Fax: 01722 434367

email: **thecouncil@salisbury.gov.uk**

www.salisbury.gov.uk



Name

Address

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Telephone

Comments

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Comments (cont'd)

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It would help us when you get in touch if you could also complete and return the 'Equal Opportunities Monitoring' section on the 'Service Improvement Feedback' form at the back of this Passport.





If you are dissatisfied with one of our services

The issue may be one that we can resolve 'on-the-spot'. If so, our customer service staff will try to deal with the matter immediately. It may not always be possible to resolve an issue immediately. Sometimes we may need to ask you to provide further details.

What should you do?

If the matter is reasonably simple, you may choose to contact us by telephone. We will try to resolve the issue there and then.

If you feel the matter is too complicated, we will ask you to put the details in writing. You can do this by letter, email or by using the 'Service Improvement Feedback' form at the back of this Passport. If you would like someone to help you complete the form, please contact our customer service officers, who will be pleased to assist you.

If you feel you would like independent help, you can contact the Citizens' Advice Bureau for help in completing the letter or form. Their telephone number is 01722 327222 in Salisbury, or 01980 622696 in Amesbury.

You may also contact us via our website at: www.salisbury.gov.uk
or email: **thecouncil@salisbury.gov.uk**



PROCESS

What happens once you have contacted us?

If you choose to write to us, you can expect a full response within 15 working days. If for some reason we cannot do this, we will send you an acknowledgement, and we will let you know who will be dealing with the issue.

If you contact us by email or through the website, you will be sent an automated acknowledgement of receipt.

If you have received our full response and you are still not satisfied, you can appeal to the Chief Executive or one of the Policy Directors of the council.

Upon receipt of an appeal the Chief Executive or Policy Director will arrange for the case to be reviewed by an officer outside the service unit concerned.

If you are still not satisfied after this point, you can complain to the Local Government Ombudsman's Office. This is an independent organisation set up specifically to look at whether or not

councils have followed their procedures and whether any injustice has been caused.

Our customer services staff will be able to provide you with details of how to contact the Ombudsman. Before you take a matter to the Ombudsman, you must give the council the opportunity to deal with it.

You may also wish to contact your local councillor. The names and addresses of councillors are available from our customer contact centres, and at **www.salisbury.gov.uk**



How will we deal with the issue you have raised?

You can expect us to:

- take your comments seriously and investigate fully and fairly
- endeavour to provide a full response within 15 working days and follow a formal procedure if the matter cannot be resolved informally
- provide an apology, explanation and, where possible, an effective solution, if we are found to be at fault
- try to arrange for somebody to speak on your behalf, if requested
- try to overcome any barriers that you may have in expressing your dissatisfaction (e.g. language, communication difficulties) and please let us know of any problems you encounter
- use customer feedback to help us make ongoing improvements to our services

We have a policy statement entitled 'Access to Council Services'. This is available on request and at www.salisbury.gov.uk

CONTACT DETAILS

Salisbury District Council

Customer Services

Pennyfarthing House

18 Pennyfarthing Street

Salisbury

SP1 1HJ

Tel: 01722 336272

Fax: 01722 434367

email: thecouncil@salisbury.gov.uk

www.salisbury.gov.uk

How to find your local councillor

Visit the council's website at

www.salisbury.gov.uk

or telephone 01722 336272

Local Government Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Tel: 020 7217 4620 or the

Adviceline on 0845 602 1983

www.lgo.org.uk

CONTACT DETAILS (CONT'D)

Citizens' Advice Bureau

Salisbury: 01722 327222

Amesbury: 01980 622696

Details of all contacts with the council are stored on computer and handled in line with Data Protection law.

Large Print, audio formats and translations of this document are available on request. If you need help to complete the feedback form, please speak to a customer services officer at any customer service desk.

ALDERBURY

TISBURY

MERE

DOWNTON

AMESBURY

WILTON

WINTERSLOW