

If you contact us by telephone or Text Phone

- We will aim to answer all telephone calls within 30 seconds.
- If your call needs to be transferred it will be transferred only once.
- To aim to answer your enquiry there and then. When this is not possible, we will arrange for someone to call you back with an answer, within 24 hours at a time that is convenient to you.
- When returning your calls, staff will clearly state their name, and their reason for calling.



If you contact us by letter, e-mail, or via the Council website

- We will aim to respond within 5 working days of receiving your letter, or e-mail. If it is not possible to give you a full answer then we will let you know what happens next and when.
- Whatever happens, we will keep you informed.
- We will write in a clear, concise and easy-to-understand way.

If we visit you

- We will arrange an appointment in advance, if appropriate.
- You will receive confirmation of your appointment time and will be kept informed if this changes.
- We will let you know if any additional information or documentation is needed prior to our visit.
- Staff will show identification cards on arrival and give you the opportunity to check their identity.

If you visit our public buildings

- We will make sure that they are easy to use, clean, tidy and clearly signposted.
- We will be friendly and helpful to you.
- We will aim for all in person callers to the Customer Service Centre to be seen by an advisor within 10 minutes of their arrival.
- We will see you on time when you have an appointment.
- We will clearly display our opening hours.
- We will keep all information up-to-date and well presented.
- We will provide private interview facilities when necessary.
- We will make arrangements as soon as possible for your specific communication requirements, for example if you need to use a language other than English or Welsh.

If things go wrong

We aim to provide you with a high standard of service. If you are unhappy with our service, we will try to resolve your concerns quickly.

We would also like to know when you have been impressed or pleased with our service. We can use these as examples to share best practice. We are committed to:

- Listening to you.
- Investigating your complaint in a fair way.
- Finding out what went wrong.
- Putting things right where we can, and
- Making our services better as a result.

Information on our informal and formal complaints policies can be obtained by phoning us, writing to us, by e-mail or from our website.

Customer Service Charter



Our vision

“to be the provider of the highest quality customer service in the public sector in Wales”



In order to deliver this vision the council has produced this Customer Service Charter based upon the core values of the authority. The Charter has been developed in consultation with our customers; it sets the standards to be met by all staff of the Council for all services.

Our commitment

We believe all our customers should receive the best possible standards of customer service. To make sure you receive a high quality service, we have made these commitments to you. We will:

- put the customer at the heart of everything we do;
- promote equality and treat you fairly and with respect; give you choices about how and when to contact us;
- be friendly, approachable and professional;
- create a welcoming atmosphere in our public buildings;
- answer your enquiry at the first point of contact whenever possible;
- provide straightforward information about our services;
- deal with enquiries and complaints carefully, quickly and openly;
- take care to preserve your privacy and security;
- make sure that services meet your needs by listening to what you say;
- correct things promptly if they go wrong, and learn from complaints; and
- develop and support our staff to deliver these commitments.

Services for all

We want our services to be accessible to the whole community, regardless of individual circumstances and access requirements. We welcome contact in Welsh, Braille, via text phone and alternative formats. If access requirements make it difficult for you to visit our buildings we will arrange an alternative. We will ensure that privacy, dignity and religious and cultural beliefs are fully respected.



Accessibility



Large Print



Braille



British Sign Language



Welsh Language



Text Phone

Our values

The staff of the Council are the face of Bridgend. Our values are to be:

F
A
C
E

Fair

taking into account everyone's needs and situation

Ambitious

always trying to improve what we do and aiming for excellence

Customer Focused

remembering that we are here to serve our local communities

Efficient

delivering services that are value for money



Talk to us

Phone us

Phone one number for all Council Services, **01656 643643**, between **8.00am and 7.00pm** Monday to Friday.
Text phone users, **01656 643644**



Call in

Call into the **Customer Service Centre** in the Civic Office in Bridgend town centre between **8.00am and 7.00pm** Monday to Friday:

Customer Service Centre, Civic Offices, Angel Street, Bridgend CF31 4WB



Call into any of the **Council Information Points**, during normal opening hours, at:

- **Aberkenfig Library**
- **Pyle Life Centre**
- **Ogmore Valley Life Centre**
- **Maesteg Library**
- **Pencoed Library**
- **Porthcawl Tourist Information Centre**



Email: talktous@bridgend.gov.uk

Visit the website:
www.bridgend.gov.uk



Write to us

Customer Service Centre
Civic Offices, Angel Street, Bridgend, CF31 4WB

