



Customer Charter

We aim to provide a high-quality service and information for all our customers. This charter sets out the standards Why Waste is working towards.

We are constantly looking for new ways to improve our service and we welcome any comments you want to make. If you feel we are falling short of the standards set out in this charter, please let us know.

We aim to do the following:

Dealing with customers

- Treat you politely and not discriminate against you because of your race, religion, age, sex, sexuality or disability
- Make sure that the staff who serve you are trained to give you the help and advice you need

Responding to registrations

- Deal with initial registrations within 2 working days by:
 - Authorising these to go onto www.whywaste.org.uk
 - If we have not been able to authorise your registration provide a clear explanation why not
 - Agreeing specific work to be undertaken and in what timescale
 - Advising of the relevant legal requirements.
- Provide a clear report of findings within 10 working days from initial agreement/meeting (more complex enquiries may require longer)

Answering phone calls

- Greet you politely and clearly.
- Return phone messages within 2 working days
- Avoid the use of answering machines during office hours except when there are in house training programmes, staff meetings etc.

Answering letters, faxes and e-mails

- Answer letters, faxes and e-mails within 5 working days.
- For complicated enquiries and for services, which receive large numbers of letters, we will acknowledge your request by return and then provide an answer within 10 working days.
- Give you details of who is dealing with your enquiry so that you know whom to get back to and how
- Use plain language and avoid using jargon

Seeing you in person

- Be on time for pre-arranged appointments and let you know beforehand if we need to cancel a pre-arranged appointment
- Arrange for an interpreter or language signer if you need one
- Make other arrangements to see you if you cannot visit our office because of a long-term illness or disability

Dealing with complaints, comments and compliments

- Record complaints, comments and compliments and use them to review and improve our services
- Acknowledge complaints by return and respond within 10 working days
- Contact you if we do not deal with your complaint within these targets, giving you an explanation and telling you when you can expect your complaint to be dealt with
- Inform you how you can take your complaint further if you are not satisfied with our response
- Treat complaints confidentially, while making sure we are fair to everyone concerned
- Apologise where we are at fault and do our best to put things right

Keeping customers informed and involved

- Produce information about us and our services that is accurate, useful and up to date
- Review the customer charter every year
- Provide information about how to contact us and report a complaint, comment or compliment at our office and on our website at www.whywaste.org.uk
- Understand the views and priorities of our customers
- Use customer feedback to help us make decisions

How you can help us to help you

- Treat our employees politely
- Give us all the appropriate information so that we can deal with your enquiry quickly and effectively
- Let us know beforehand if you need to cancel or rearrange a pre-arranged appointment
- Let us know if you need an interpreter or language signer
- Tell us immediately if you are unhappy with the service you have received
- Tell us if you are pleased with the service you have received so that we can encourage good practice across the organisation

Do you need to contact us?

By phone: 01274 718420

Email: emma@whywaste.org.uk