



## Nunsthorpe & Bradley Park Children's Centre

Sutcliffe Avenue

Grimsby

DN33 1AN

**Phone:** 01472 326612

**e-mail:**

butterfliesdaynursery@nelincs.gov.uk

## Customer Charter

When you contact or visit us we will:

- Be approachable, helpful and considerate
- Treat you with courtesy and politeness
- Listen and understand customer needs
- Treat all customers equally
- Pass on information given, to relevant parties

You can contact us in person, by phone, letter, email or web form.

- We aim to answer 93% of all telephone calls within ten rings (30 seconds)
- When we answer the telephone to you we will say good morning or afternoon, give the name of the service or person you are speaking to and ask how may we help you.
- If we cannot help you immediately we will let you know who you have been speaking to and when we will contact you.
- If your call needs to be transferred to another section, the details of your enquiry will be passed on.
- We aim to reply to 98% of letters within 10 working days.
- Where we are unable to respond in the above time, we will advise when a response can be expected and who is dealing with the matter.
- Responses will be typed and easy to understand, and will identify the officer dealing with your enquiry.
- Contact through email will be subject to the same standards as contacting us in writing.

- All staff will wear name badges which includes their photograph
- If you prefer to discuss a matter in private and room or area will be sought

## **Standards of service**

We will tell you when we are reaching our standards through our newsletters, posters, our Facebook page, the website and by speaking to you.

## **New ideas and improvements**

We will undertake surveys and have suggestion boxes to help improve our services. We would appreciate your help and welcome any comments you wish to make.

We will take into account your views and give feedback through our newsletters, posters, our facebook page, the website and by speaking to you.

## **Putting things right**

We aim to get things right first time, but if things do go wrong we want you to feel comfortable about challenging us and making a complaint.