

# Our Customer Charter

## **What is the Customer Charter?**

We employ a fantastic team of hugely committed staff who always go the extra mile to keep our parks safe and welcoming, and to foster positive relationships with our park users. We are always happy for people to share their experiences and give feedback.

To ensure we can continue to do this effectively, we ask that people interacting with our team adhere to the following Customer Charter which outlines:

- What we will do for you.
- The standards of service you can expect.
- What we need from you to enable us to do this.

## **What we will do for you:**

- We will quickly identify your needs and let you know how we may be able to help.
- We will clearly explain what information we need from you, our process and provide an indication of how long each stage will take.
- We will ensure any information you are provided with is clear and will advise you of the most likely result we can achieve for you.
- If we are not best placed to deal with your enquiry or complaint, then we will give you the contact details of the organisation that can help you.

## **In line with our vision and values you can expect us to:**

- Be polite, friendly, and professional and treat everyone fairly.
- Be open, honest, and transparent.
- Be empathetic and keen to listen and respond to your needs.
- Be reliable, fair, and respectful of confidentiality.
- Seek to deliver the best possible resolution.
- Deliver against set standards.

## **In turn we will need you to:**

- Treat our staff with courtesy and respect. This means not using offensive language, being aggressive or demeaning to our staff.
- Be patient and allows us adequate time to address and questions or concerns.
- Provide any information that has been requested as soon as possible so we can deal with your complaint efficiently.

## **Our service standards:**

### **General**

- Our staff will be polite, friendly and professional and treat everyone fairly.
- We will protect your personal information in line with [current GDPR regulations](#).

### **Meetings and in-person discussions**

- Please be aware that as a small team we are not always able to facilitate in person meetings and updates.
- When we are able to attend we request that agendas are sent in

### **E-mails and messages**

- We will aim to acknowledge your message within 3 working days of receiving correspondence by email or via social media. (Unless you receive an 'out of office' notification to your email advising that the staff member is unavailable.)
- We will aim to provide a full response within 10 working days. If this is not possible we will contact you within this timeframe to advise you when you can expect a full response.
- Our correspondence will be written in plain English and will be easy to understand.

### **Calls and voicemail**

- The staff member who answers your call will aim to answer your enquiry there and then. If we cannot answer your enquiry or transfer you to the right person straight away, we will take your details and ask someone to contact you.
- If you leave a voicemail at 0191 814 4574 we will aim to return your call or reply via e-mail within 3 working days.
- When returning your calls, staff will clearly state their first name, their section and their reason for calling.

### **Our Complaints Procedure:**

Formal complaints about Urban Green Newcastle will be dealt with in line with our [Complaints Procedure](#).