

CHAPTER 5: NWIFCA Customer Charter and Service Standards

1. The NWIFCA is committed to being a transparent and accountable organisation. We want our customers, both partners and stakeholders, to know what to expect from us and the level of service we will provide.

Our undertakings:

- I. We will be polite and respectful in our dealings with you.
 - II. We will respond to you via the communication channel that you specify, whenever we can (in person, the telephone, by email or letter).
 - III. We will serve you in a timely manner.
 - IV. We will take responsibility for resolving your enquiry.
 - V. We will listen to your point of view.
 - VI. We will provide you with the best information we can make available.
2. **If you contact us by letter, by email or by leaving a voicemail message:** We will acknowledge receipt of your enquiry in writing as soon as possible, giving you a named contact point for the person dealing with your enquiry. We may request further information from you if necessary to deal with your communication. Answer-phones are generally available outside office hours. Answer-phone and voicemail messages will receive prompt attention and where possible calls will be returned by the next working day.
 3. If you contact us by telephone or in person, we cannot guarantee to resolve your communication by phone at first point of contact. We may transfer you to an appropriate colleague if one is available. If you leave contact details we will try and deal with your communication in writing as soon as possible.
 4. If we cannot transfer you, or the person you were transferred to can't resolve your query while you are on the line, we will endeavour to respond to you fully within 20 working days.
 5. **Application Forms:** We will usually process requests for application forms within 5 working days and issue permits and Licences before the date on which they become valid. We will maintain records of all communications and correspondence. Where necessary we will maintain accurate waiting lists and issue permits fairly.
 6. **Compliments, Comments and Complaints:** The Authority welcomes compliments, comments and complaints, in order to help us review and improve our service. Records of this feedback will be published in the annual report. Detail of how to make a complaint and the NWIFCA complaints process can be found in the NWIFCA complaints procedure document.
 7. **How to contact us:** Call in to either the Carnforth or Whitehaven offices where a member of staff will be happy to assist. Or visit our website www.nw-ifca.gov.uk. Or write to the Clerk to the Authority at: 1 Preston Street, Carnforth, Lancashire LA5 9BY. Tel: 01424 727970 e: office @nw-ifca.gov.uk

8. **Data Protection** The information you provide when you make an enquiry will only be held for the purposes of processing and administration and will not be passed on to any other organisation.
9. However, in order to resolve your enquiry fully we may need to divulge your information to other staff within the Authority. This will only be done when necessary.