

## **Customer Service Charter Sure Start Children's Centres North & East Halifax**

### **Our Standards**

1. All reception areas will be well signed, clean, tidy, welcoming and accessible during opening times and will display opening times.
2. Staff in public areas or visiting your home will identify themselves by clearly displaying their identification card.
3. Staff will promote a positive image of Sure Start Children's Centres North & East Halifax.
4. Staff will be courteous and respectful, and show commitment to improving customer service in their attitude and approach.
5. Staff will take responsibility for ensuring you reach the most appropriate contact.
6. Staff will avoid unnecessary jargon, use plain English whenever possible, and ensure you understand information they are providing.
7. Customer focus is a key priority for all our staff.
8. We welcome your complaints, compliments and comments and suggestions, and will respond within published timescales.

### **In return we expect:-**

All our buildings operate a zero tolerance policy on behaviour from centre users. This includes:-

1. Respect to the buildings and furniture.
2. Non abusive behaviour and language towards our staff.
3. Respect to other centre users including how your behaviour may affect others.