

Medway Council Customer Charter

Complaints • Compliments • Suggestions



Our Customer Charter

Our aim is to provide excellent customer service and this charter sets out what you can expect from us when visiting one of our offices, writing to or emailing us, or contacting us by phone.

We want to hear from you if you feel that the service you received on contacting us is not up to standard, if you feel we have done well, or if you have a suggestion as to how we might improve, and this charter explains how you can do this.

Our promise

Staff will:

- be courteous and helpful;
- listen to you and make every effort to help;
- not discriminate nor permit discrimination against anyone;
- encourage you to comment on the council's services;
- identify themselves by wearing name badges;
- provide information in clear and simple terms;
- investigate any complaint made about the council's services;
- always try to fully answer your enquiry the first time you contact us or, if this is not possible, let you know how we intend to help you.

If you have specific needs, Medway Council will provide whatever help it reasonably can. Most of its offices are equipped with ramps, hearing loops and other aids. Appointments can be made in advance for an interpreter to be present to help people whose first language is not English.

Our customer service standards

When you phone the council:

- we will aim to answer within six rings and to ensure you are put through to the right person;
- if your call needs to be transferred, you will be advised who you are being put through to; *
- if we cannot help you immediately, we will arrange to call you back at a time agreed with you.*

* This does not apply to calls to the council's main switchboard - 01634 306000

When you visit the council:

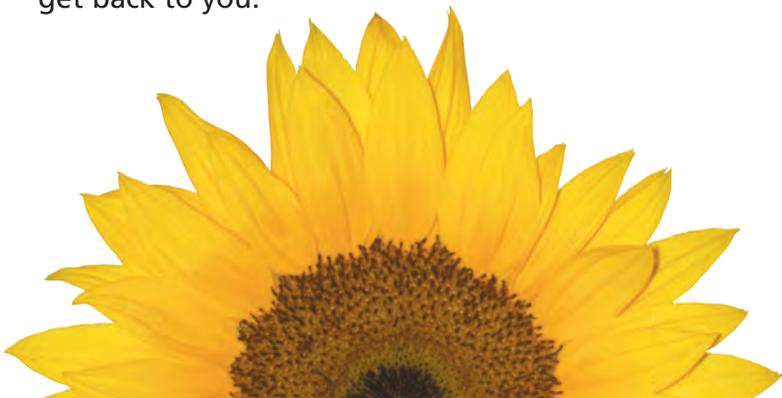
- we will aim to see you as quickly as possible and explain the reason for any delay.

When you send an email:

- we will aim to let you have a full reply within five working days, or if this is not possible, explain the reason for any delay and let you know when, or how long it will take to get back to you.

When you send a letter or fax:

- we will aim to let you have a full reply within 10 working days, or if this is not possible, explain the reason for any delay and let you know when, or how long it will take to get back to you.



Contacting Medway Council



On the internet: Visit www.medway.gov.uk

 Phone **Customer First** on **01634 333333** (Monday to Friday from 8am-8pm and Saturday from 9am-1pm) for enquiries on any of the services listed opposite under Street Scene and Environmental Services or if you can't find what you are looking for and need further information.
Phone **01634 306000** for all other services, and you will be directed to the relevant department.

 **Gun Wharf, Dock Road, Chatham, ME4 4TR**

 **customer.first@medway.gov.uk**

 **Text Customer First on 07739 657073**

 **Minicom 01634 333111 or TextRelay 18001 01634 333333**

Emergency out-of-hours number: 01634 304400

Emergency out-of-hours for Social Services: 0845 762 6777

We have contact points providing local access to council services:
Please phone 01634 333333 or TextRelay 18001 01634 333333 before you visit if you are unsure which services are available from a specific contact point or council office.

• **Chatham** Riverside One, Dock Road, Chatham, ME4 4SL

Visit Monday to Thursday: 8.30am to 5.15pm, Friday: 8.30am to 4.45pm

• **Gillingham** Gillingham Library, High Street, Gillingham, ME7 1BG

Visit Monday, Wednesday, Thursday, Friday: 9am to 5pm, Tuesday: 10am to 5pm,
Saturday: 9am to 1pm (NB Gillingham Library opening hours differ. Please phone 01634 337340)

• **Rainham** 1 - 3 Station Road, Rainham, ME8 7RS

Visit Monday, Tuesday, Thursday: 9am to 5pm, Wednesday: 9am to 7.30pm
Friday: 9am to 5pm, Saturday: 9am to 1pm

• **Rochester** Rochester Library, Eastgate, Rochester, ME1 1EW

Visit Monday to Friday: 9am to 5pm, Saturday: 10am to 1pm (NB Rochester Library opening hours differ.
Please phone 01634 337411)

• **Strood** Clocktower, Civic Centre, Strood, ME2 4AU

Visit Monday to Thursday: 8.30am to 5.15pm, Friday: 8.30am to 4.45pm, Saturday: 9am to 1pm



**Kent
Police**

*Rainham and Strood Contact Points
also include Kent Police services*

USEFUL PHONE NUMBERS

We want our customers to find it as easy as possible to contact us so we have listed details of the most used telephone numbers and email addresses to make your life easier.

Learning, children and families

Education

For general education enquiries.

t: 01634 332299 *TextRelay 18001 01634 332299*

e: education@medway.gov.uk

School admissions, school meals and school transport

Information on school places in Medway.

t: 01634 331110 *TextRelay 18001 01634 331110*

e: admissions@medway.gov.uk

Adult and community learning

Information on adult education courses and learning opportunities.

t: 01634 338400

e: enquiries@medway.gov.uk

Family Information Service

Information about childcare, nursery education or working with children.

t: 01634 335566

e: familinfo@medway.gov.uk

Advice, tax and benefits

Council tax

General council tax enquiries.

t: 01634 332222 *TextRelay 18001 01634 332222*

e: ctax@medway.gov.uk

Housing benefit

Information on housing and council tax benefit.

t: 01634 332222 *TextRelay 18001 01634 332222*

e: benefits@medway.gov.uk

Housing

Housing services

Information about social housing, sheltered housing, being homeless, your housing application or repair and rent enquiries for council tenants.

t: 01634 333500

e: housing@medway.gov.uk

HomeChoice

t: 01634 334433 *TextRelay 18001 01634 334433*

Social care and health

Social services

For social services queries on the following:

- Information about services for older people, people with disabilities, occupational therapy and children's services.
- Advice on obtaining services throughout the social services department.
- General information and advice on local community organisations and services.

t: 01634 334466 *TextRelay 18001 01634 334466*

e: ss.accessandinfo@medway.gov.uk

For your care manager or social worker use the direct line number provided

Street Scene and Environmental Services

8am to 8pm Monday to Friday

9am to 1pm Saturday

t: 01634 333333 *TextRelay 18001 01634 333333*

e: customer.first@medway.gov.uk

- abandoned cars;
- allotments;
- environmental health;
- food standards;
- Medway warden service;
- parking;
- parks;
- pollution and noise;
- roads and transport;
- rubbish and recycling;
- trading standards;
- wildlife.

Partners

Kent Fire and Rescue Service

All non-emergency calls **01622 692121**

In an emergency call **999**

Free Home Fire Safety Visit **0800 9237000**

Kent Police

All non-emergency calls **01634 891055**

In an emergency call **999**

In a non-emergency for deaf people who are deaf/and speech impaired send an SMS text message starting off with *Police*, leave a space and write message and send to **60066**

Compliments and suggestions

If you think we have done well, or if you have any suggestions about how we can improve our services, please let us know. You can use the customer comment card at the back of this booklet or send an email via the council's website www.medway.gov.uk.

Comment cards are also available at the council's contact points.

There may be times when you feel unhappy with the service you receive and wish to complain. If you make a complaint, we will investigate it thoroughly and promptly and let you know the outcome.

The council's complaints procedure has two stages as described below, although complaints about social care are handled differently in line with statutory procedures. Schools also have their own complaints procedures; please contact the relevant school direct for a copy of its policy.

More information about how social care complaints are handled can be obtained from Lynne Bush, Social Care Complaints Manager- phone 01634 333036 or email scm@medway.gov.uk.

Our complaints procedure

Stage one

The people who can best deal with any problems are those who directly provide the service. Let a member of staff know that something is wrong and if possible they will try to sort it out straight away or help you to formally raise your complaint. If you prefer you can make your complaint in writing, by email or through our website – www.medway.gov.uk.

We will acknowledge your complaint within three working days of us receiving it and will aim to provide you with a full reply within 10 working days. If this is not possible we will contact you to explain the reason for any delay and give you a new reply date.

Stage two

If you are unhappy with the outcome of stage one, you can take the matter further and complain to the Chief Executive's Complaints Officer - phone 01634 332456 or email ceco@medway.gov.uk. If you prefer, you can write to: Chief Executive's Complaints Officer at Medway Council, Gun Wharf, Dock Road, Chatham, Kent ME4 4TR.

Under Stage two we will consider whether there has been administrative fault by the council, for example a failure to follow procedures, to comply with council policy or meet our own service standards.

The chief executive's complaints officer will acknowledge your complaint within three working days of receiving it and will aim to provide you with a full reply within 10 working days. If this is not possible you will be contacted to explain the reason for any delay and given a new reply date. At any stage you can talk to one of your elected councillors. Alternatively, a third party, such as an MP or community organisation, can make a complaint on your behalf.



- Complaints
- Compliments
- Suggestions

The Local Government Ombudsman

If you are not satisfied with the way we handle your complaint or the conclusions we reach, you can take your complaint to the Local Government Ombudsman. The Local Government Ombudsman is an independent national service, which investigates complaints against councils. You can complain to the ombudsman at any time but he will expect you will have tried to resolve matters through the council's internal procedures first.

You can contact the Local Government Ombudsman at:

PO Box 4771
Coventry
CV 4 0EH

Or phone the LGO Advice Team on 0845 602 1983 or 024 7682 1960

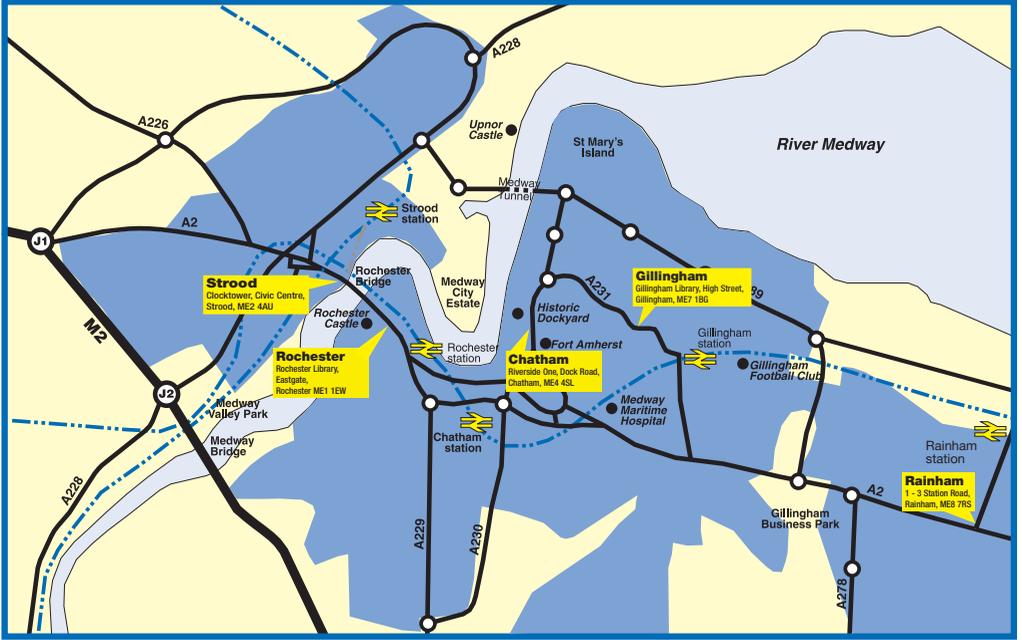
The Advice Team are available Monday to Friday from 8.30am-5pm.

You can also text 'call back' to 0762 480 4323

Email advice@lgo.org.uk or go to the website at www.lgo.org.uk

Our services are provided at different sites.

If you are unsure which services are available from a specific contact point or council office, please phone **01634 333333** or TextRelay **18001 01634 333333** before you visit.



This information can be made available in other formats from **01634 333333** or TextRelay **18001 01634 333333**.

If you have any questions about this leaflet and you want to speak to someone in your own language please ring **01634 335577**.

ভাষা 331780
中文 331781
ગુજરાતી 331782

हिंदी 331783
ਪੰਜਾਬੀ 331784
Polski 332373

کوردی 331841
একুশশব্দ 331786
آروو 331785

فارسی 331840
Русский 332374
Lietuviškai 332372



INVESTOR IN PEOPLE



Serving You