



HART DISTRICT COUNCIL

REVENUES AND BENEFITS SERVICE

CUSTOMER CHARTER – KEY OBJECTIVES

WE ARE COMMITTED TO PROVIDING CONTINUALLY IMPROVING HIGH QUALITY SERVICE TO ALL OUR CUSTOMERS.

AIMS

GENERAL

1. IF YOU VISIT OUR OFFICE, WE WILL AIM TO SEE YOU WITHIN 10 MINUTES OF ARRIVING.
2. IF YOU WANT TO DISCUSS SOMETHING CONFIDENTIAL YOU WILL BE ABLE TO USE A PRIVATE INTERVIEW ROOM.
3. WE AIM TO DEAL WITH ALL LETTERS WITHIN 14 DAYS OF RECEIPT.
4. WE WILL TREAT YOU IN A POLITE, FAIR AND HELPFUL MANNER.
5. WE WILL ANSWER 85% OF PHONE CALLS WITHIN 15 SECONDS AT THE MAIN SWITCHBOARD AND A FURTHER 10 SECONDS AT OUR EXTENSIONS.
6. WE WILL CONSULT AND COMMUNICATE WITH OUR CUSTOMERS AND WHERE PRACTICAL, INTRODUCE YOUR SUGGESTIONS FOR IMPROVEMENT.
7. IF YOU ARE UNHAPPY WITH THE SERVICE YOU RECEIVE, THERE IS A LEAFLET DETAILING THE COUNCIL'S COMPLAINTS POLICY.

BENEFITS

1. WE WILL PROCESS CLAIMS FOR BENEFIT PROMPTLY AND ACCURATELY. UPON RECEIPT OF ALL INFORMATION TO COMPLETE YOUR CLAIM, WE AIM TO PROCESS YOUR BENEFIT WITHIN 14 DAYS.
2. WE WILL TRY TO MAXIMISE TAKE-UP OF HOUSING BENEFIT AND COUNCIL TAX BENEFIT.
3. WE WILL PREVENT AND DETECT HOUSING BENEFIT AND COUNCIL TAX BENEFIT FRAUD.
4. IF YOU DO NOT AGREE WITH OUR DECISIONS ABOUT YOUR CLAIM, WE WILL LET YOU KNOW HOW YOU CAN APPEAL.

REVENUES

1. WE WILL ISSUE BILLS ACCURATELY AND PROMPTLY, AND MAXIMISE COLLECTION OF DEBT.
2. WE WILL TRY TO MAXIMISE TAKE-UP OF DISCOUNTS AND RELIEFS.
3. WE WILL RECEIVE AND BANK MONEY PAID TO THE COUNCIL ACCURATELY, PROMPTLY AND SECURELY.