

## **OUR SERVICE CHARTER FOR CASH OFFICE SERVICES**

**This is our promise of what you can expect from the Cash Office Service in Tendring.**

Our aim is to provide a friendly, efficient service that allocates monies paid to the Council, administers the Council's concessionary bus and the rail fare schemes and provides an exchange of information between the Council's services and its customers.

### **What can you expect from us?**

We aim to;

- provide a friendly service that meets your needs where possible
- answer the phone within five rings
- see you within 5 minutes if you visit us
- always give our names or job title if you ask for it
- provide receipts, when requested, for payments made or documents handed to the service
- ensure that documentation / information provided by you is sent to the correct part of the Council
- allocate monies received to the correct account(s)
- provide the information you require from the Council or tell you where / how you can find it
- process 100% of bus pass new applications within 10 working days from the time we get all the information we need
- process 100% of bus pass renewal applications before the expiry of the old pass, if you correctly follow the instructions on the renewal form
- process 100% of rail passes within 10 working days from the time we get all the information we need.
- use our resources responsibly
- employ helpful and polite staff and train them to be competent at their jobs
- respect your privacy and dignity
- keep your details confidential
- listen to any complaints you might have.
- correct any errors – quickly

### **How can you help?**

You can help by;

- ensuring your payments reach us by the due date. Late payments, as well as non-payment, mean that everyone has to pay more, and also means more costs in administration
- bringing relevant correspondence with you when you pay a bill or quote your correct reference number
- being prepared to answer questions and produce documents to establish your identity
- treating our staff politely and with respect