

# Customer Charter



States of  
Guernsey

As **our customers** you, the Guernsey Community, have said that you want quick, easy, accessible, value for money, friendly and helpful public services that meet the needs of the whole community and this is our **commitment** to deliver that.

We believe in your experiences and opinions. We value and respect your ideas. We need you to tell us when we get it right. We want to hear your experiences when we have got it wrong or where you believe we could do better. We want you to share your ideas and work with us for the benefit of our community.

This is your charter to achieve what you need out of public services and for us to focus on what is important to you. The customer charter tells you, our customer, what level of service you should expect and will help us to strive to achieve a **more consistent standard of customer care** across all our services.



# Customer Charter at a Glance

The level of service we provide and the satisfaction of our customers is very important to us so based on your feedback, we have developed customer promises that we will work to.

**Our Promises to you. We will strive to deliver services that are:**

## **Courteous and fair**

**Our service will** be friendly and give fair and equal treatment to all our customers, whilst respecting your individual needs and expectations

## **Timely and efficient**

**We will** respond as quickly as we can and strive to get it right first time.

## **Accessible and provide choice**

**We will** make sure that important information is available in a range of formats and is easy to understand.

## **Accurate and relevant**

**We will** make sure that we provide up to date, correct information about our services and you can easily speak to staff with the knowledge and training to help you.

## **Provide the opportunity to give feedback and be heard**

**We will** ask for your feedback on the service you have received and use this to help us improve our services.

# Who are we? And what do we do?

Public services are at the very heart of the Guernsey community, providing vital public services to the community of Guernsey and Alderney, many of which are available 24 hours a day, 7 days a week.

We are the Island's biggest employer, with over 5,000 employees, the majority of whom are involved at an operational level providing services for the Bailiwick's 64,591 people and to the Islands' many visitors.

Our services are diverse, ranging from treating patients at the Princess Elizabeth Hospital, caring for and teaching the Islands' children, maintaining historic sites and the Islands' infrastructure (including roads and ports), administering the pensions and benefit systems, promoting Guernsey as a business and visitor destination of choice, to running the prison and emergency services.

This Customer Charter applies to the whole organisation and our promises apply to all of our services so that you receive consistently excellent customer service. As the work carried out by each of our services varies so greatly, some individual areas will set more specific service standards of their own.



# Our promises to you

Our promises are based on the responses to the 2015 Community Survey, completed by over 2500 Islanders, and the follow up Customer Service Survey. They will be reviewed regularly to make sure they still represent what really matters to you.

We will strive to deliver services that are:

## **Courteous and fair**

Our service will be friendly and give fair and equal treatment to all our customers, whilst respecting your individual needs and expectations. We know that excellent service means different things to different people and we will treat all our dealings with you without judgement, with confidentiality and discretion, and the decisions and actions that we take will be handled openly and transparently.

## **Timely and efficient**

We will deal with enquiries or applications as quickly as we can and strive to get it right first time. Where this is not possible we will put you in touch with someone who can help and we will keep you informed on our progress. We will let you know how soon you can expect a response from us when you submit any query or application.

We will make sure that your information is kept private but also share appropriate information between services to make things as easy as possible for you. We are working towards developing our 'tell us once' approach which will allow you to inform us of events - such as a birth or death, change of address or a new employer - once rather than multiple times.

## **Accessible and provide appropriate choice**

We will make sure that important information is available in a range of formats and is easy to understand. Information that our customers need most often will be clearly accessible and available on our website at all times. Our online services will be improved and more services will be provided online so you can access them at a time that suits you.

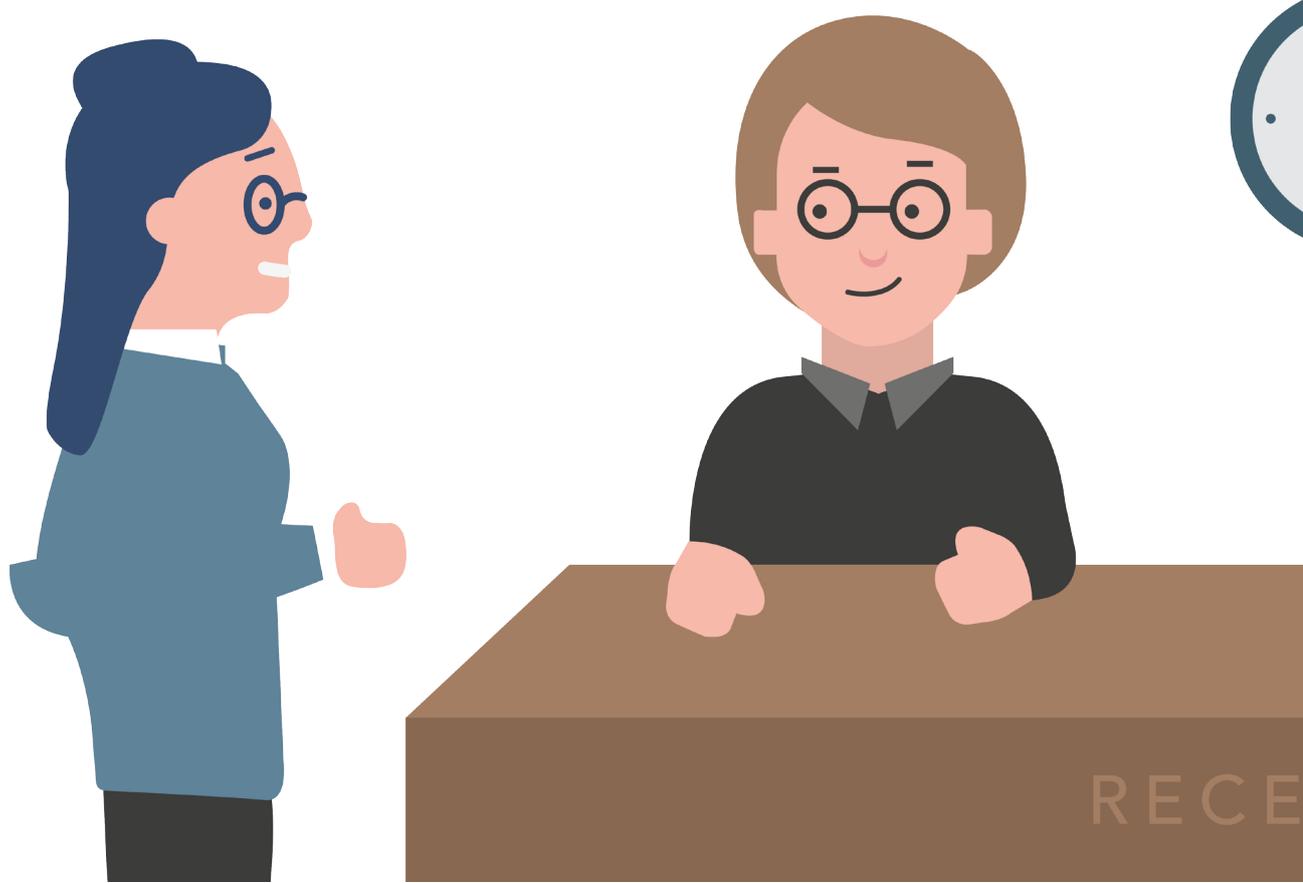
We will provide services in a way that is suitable and convenient for all of our customers and take into account any specific requirements they may have.

### **Accurate and relevant**

We will make sure that we provide up to date, correct information about our services and we will make sure the information we provide to you is relevant to what you have asked for. If you have an issue or need more information we will make sure you can easily speak to staff with the knowledge and training to help you.

### **Provide the opportunity to give feedback and be heard**

We will ask for your feedback on the service you have received. We will use your feedback to help us improve our services and we will provide clear guidelines on what to do if you think we have got it wrong or could do better. We will engage with the community when we develop important services.



# How can you help?

We want to provide an excellent customer experience, and this will be best achieved by us working together. You can help us by:

- Telling us if you are unhappy with a service and why, giving us the opportunity to learn from our mistakes or see how similar mistakes can be avoided in the future,
- Telling us when you have ideas and suggestions for how we can do things better.
- Telling us if you are pleased with any services that you receive so that we can encourage and learn from good practice across the organisation,
- Giving us the correct information at the right time,
- Telling us when something changes,
- Arriving on time for appointments, or letting us know beforehand if you need to change an appointment, and
- Treating our staff with courtesy and respect.



# Measuring our performance

We are working hard to make sure that the right measures and systems are in place so that we can measure our performance and report on how we are doing against them.

We will use a range of methods to monitor our performance, including;

- The Island-wide Community Survey which covers all public services,
- Service specific engagement with the community
- Customer feedback groups,
- Customer feedback and complaints, and
- Data collected on service provision.

**We will be reporting regularly on how we are doing on our website and through local and social media. Our overall performance will also be monitored by States Deputies.**



# How can you contact us?

To help us live up to the promises made in our Customer Charter, it's important for us to know when we could do better. We welcome feedback from you, whether its complaints, compliments or comments because your experience can help us improve our services. It is really important to give us enough information that we can act upon it and we will make sure that we ask you the right questions to help with this.

Our staff want to hear about your experiences and many service areas have their own feedback channels that they will be happy to direct you to. There is also a general form for comments, compliments and complaints at [gov.gg/ccs](http://gov.gg/ccs), where your feedback will be sent to the member of our staff who is best placed to help and respond. We also encourage you to follow us on Facebook and Twitter, and to regularly visit [gov.gg](http://gov.gg), for the latest news and updates on public services.

You can also use the contact details below.

## Email us

[customerservice@gov.gg](mailto:customerservice@gov.gg)

## Call us

01481 717000

## Write to us

States of Guernsey, Sir  
Charles Frossard House,  
La Charroterie, St Peter  
Port, Guernsey, GY1 1FH

## Opening hours

Monday - Friday  
8:30AM – 5:00PM









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For more information go to  
[gov.gg/customercharter](http://gov.gg/customercharter)