Merton Customer Service Charter
A summary for customers
Merton council is committed to putting you first

This booklet is a summary of the Merton Customer Service Charter. If you would like a copy of the full Charter, you can:

- Contact the Performance and Business Improvement Team by telephone (020 8545 4693)
- Download a copy from our website: www.merton.gov.uk
- Collect a copy from Merton Link and local libraries

This summary describes the minimum standards that you can expect from us. It also describes how staff will apply these standards.
Our Standards

1. Council offices open to the public will be accessible during published opening hours.

2. Staff in public offices or visiting your home will identify themselves by clearly displaying their identification card.

3. Staff will promote a positive image of the council.

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 not make promises they cannot keep.

7. Staff will avoid unnecessary jargon, use plain English whenever possible, and ensure you understand information they are providing.

8. Customer focus is a key priority for all our staff.

9. We welcome your complaints, compliments, comments and suggestions, and will respond within published timescales.
Applying the Standards

Whenever and however you contact us, staff will apply our standards.

**Contacting us in person**
Staff will wear an identification card.

You should not have to wait more than 30 minutes in a reception area before your enquiry is dealt with.

**Contacting us on the telephone**
We will answer 85% of calls within five rings and 95% within ten rings.

The staff member who answers your call will take responsibility for resolving your enquiry.

If you leave a message on an answering machine or with a staff member, you will be contacted by the end of the next working day, unless you have been advised of a different timescale.
Contacting us by letter
We will reply to your letter within 15 working days.

The reply you receive will avoid using jargon and include contact details for any further enquiries.

Contacting us by email
We will reply to your email within 15 working days, unless you receive an ‘out of office’ notification to your email advising that the staff member is unavailable. The notification will include contact details for urgent enquiries and a date when the staff member will be available to reply. When the staff member replies to your email they will avoid using jargon and include contact details for any further enquiries.

Contacting us with a complaint
If you write to us with a complaint (by letter or email), separate timescales may apply. Please see our Comments, Compliments and Complaints leaflet for more information.
Getting in Touch

You can write to us at:
Merton Council
Civic Centre
London Road
Morden SM4 5DX

You can telephone our Contact Centre on 020 8274 4901 between 9am - 5pm, Monday - Friday.

You can visit us at Merton Link, Civic Centre, 9am - 5pm, Monday - Friday.
Request for document translation

Merton Customer Service Charter A Summary For Customers

If you need any part of this document explained in your language, please tick box and contact us either by writing or by phone using our contact details below.

- Albanian
- Bengali
- French
- Korean
- Polish
- Portuguese
- Somali
- Spanish
- Tamil
- Urdu

Nëse ju nevojitet ndonjë pjesë e këtij dokumenti e shpjeguar në gjuhën amtare ju lutemi shenojeni kutinë dhe na kontaktoni duke na shkruar ose telefononi duke përdorur detajet e mëposhtmë.

এই ভাষার কোন অংশ আপনার ভাষা নয় তাহলে, পরামর্শ দিয়ে বলা যায় না তিন ভাষা নয় এবং করে করে যাত্রা হয়ে যায়। নিচে মোবাইল নম্বর দিন।

Si vous avez besoin que l’on vous explique une partie de ce document dans votre langue, cochez la case et contactez-nous par courrier ou par téléphone à nos cordonnées figurant ci-dessous.

만일 본 서류의 어떤 부분이라도 귀하의 모국어로 설명되기 필요하다면, 상자에 표시하고 우리에게 전화나 서신으로 연락하십시오.

Aby otrzymać część tego dokumentu w polskiej wersji językowej proszę zaznaczyć kwadrat i skontaktować się z nami drogą pismną lub telefoniczną pod poniższą podanym adresem lub numerem telefonu.

Caso você necessite qualquer parte deste documento explicada em seu idioma, favor assinalar a quadricula respectiva e contatar-nos por escrito ou por telefone usando as informações para contato aqui fornecidas.

Haddii aad u baahan tahay in qayb dukumeentigan ka mid ah laguugu sharxo luqaddaada, fadan sax ku calaamadee sanduucqo oo naguloo soo xiriir warqad ama telefoon adigoo isticmaalayaa macluumaadka halkan hoose ku yaalla.

Si desea que alguna parte de este documento se traduzca en su idioma, le rogamos marque la casilla correspondiente y que nos contacte bien por escrito o telefónicamente utilizando nuestra información de contacto que encontrará más abajo.

ஏனைய பகுதிகளும் அந்த மொழியில் எடுத்துக்காட்டிய பகுதிகளை நோக்கி, விளக்குமுறை நோக்கி ஆண்டுக்குள் விளக்கப்பட்டு, எளிதாக சொல்லி அந்த மொழியில் குறிப்பிட்டு விளக்கப்பட்டு எளிதாக அறிவிக்கப்பட்டு விளக்கப்பட்டு முடித்து அளக்கும் வழமை.

أطلب منك إذا كنت بحاجة إلى ترجمة أي جزء من هذا الورقة إلى لغتك، يرجى التحقق من مربع التحقق واتصالنا بالمكتبة العامة أو اتصلنا عبر الهاتف باستخدام الرموز الخاصة بنا.

Your contact:
Name.................................................................
Address..............................................................
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Telephone............................................................

Performance and Business Improvement Team
Chief Executive Department
London Borough of Merton
Merton Civic Centre
London Road, Morden SM4 5DX
Tel: 020 8545 3983

REF: 052678