

VENUE LOUGHBOROUGH **TOWN HALL**



Customer Charter.

Charnwood Borough Council and Loughborough Town Hall are committed to providing a high standard of service to all of our customers. We aim to put our customers first and at the heart of everything we do.



We will do this by:

Providing a First Class Customer Service

To be accessible for all of our customers

Providing and sustaining a high quality and broad programme which caters for all interests

Using customer feedback, we will be responsive to the needs and expectations of our customers

We will be presentable and easily identifiable

Ensure that the facilities are maintained to a high standard of cleanliness

We will be polite, courteous, and patient

Have an excellent knowledge of the product

Problem solve with a smile

Ensure all customers are treated fairly

Answer Phones and Emails quickly

Always go the Extra Mile

We will welcome every customer with a smile, eye contact and our full attention; We believe first impressions count and will always provide the customer with a warm welcome



These are the timescales that we aim to respond to your enquiries within when you contact or visit us at Loughborough Town Hall.

By Phone;

We will answer your call or respond to voicemails within 30 seconds (Call) & within 24 hrs (Voicemail)

Visiting us in Person:

Acknowledge the customer and the reason for their visit within 2 minutes.

In Writing/by Email

Reply to the customer within 10 working days

To Complain about a service:

Reply to the customer within 3 days.



Our Requests:

- That you are courteous and respectful towards all staff
 - That you make suggestions on how we can improve the service
- To let us know that you need a service provided for you in a different way to meet your individual needs



Contact Us:

Website; www.loughboroughtownhall.co.uk

By Email; townhall@charnwood.gov.uk

Call Us; 01509 231 914

In Person; Ask at our Box Office for the Duty Manager

Write to us at;

Loughborough Town Hall

Market Place

Loughborough

LE11 3EB