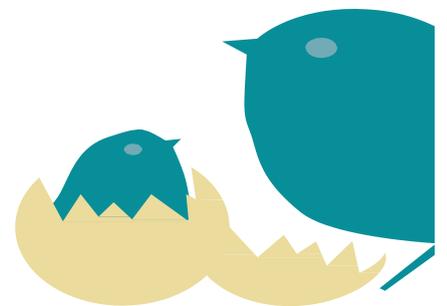


Wiltshire Registration Service

Recording Life's Journey

Customer Charter



Wiltshire registration Service is committed to delivering an excellent service to all our customers. We strive to continually develop and change to meet the needs of the people of Wiltshire whilst maintaining quality and efficiency.

This customer charter tells you what you can expect from our team and how you can assist in helping us to deliver the best service possible.

Wiltshire Registration Service has agreed the following Service Standards.

We will be a community leader and not just a service provider.

We will always work efficiently and aim to provide good value for money for our customers.

We put outcomes for people and places first.

We seek to develop new relationships between public services and communities.

We strive to ensure our services work well, are joined up and easy to access throughout the county.

We have, and will continue to develop outstanding team members and managers.

Our staff are innovative and have a can do approach.

So, what does this mean for you?

We will treat everyone in a courteous, polite, professional and helpful manner.

We will act confidently and with sensitivity at all times.

We will ensure information provided is appropriate, correct and timely.

We will aim to offer appointments on a mutually convenient day and time.

We will endeavour to see clients within 10 minutes of their booked appointment time.

We guarantee the production and issuing of certificates within 7 days of the request as a standard service. For our express service please contact us.

We will see our clients in private offices.

We will frequently review the quality of service we offer by asking customers and stakeholders for their views through comment cards and e-surveys. We will use the feedback to shape our services in the future.

We will respond to any complaints received within 48 hours and use feedback to shape services in the future.

We will publish our performance figures annually on the council website, our annual report and also our business development plan.

Customers will have the opportunity to register their comments on the service we provide on our web pages.

Performance: We aim to meet the following targets

Customers wishing to register a death will be offered an appointment within two working days of their request.

Customers wishing to register a birth will be offered an appointment within five working days of their request or if they prefer on a mutually agreed date and time within six weeks of the birth occurring.

Customers wishing to give notice of marriage or civil partnership within 10 working days of request. We will always endeavour to see couples if their marriage is less than one month away to enable the marriage to take place.

Copy certificates will be produced within 7 days of receipt of completed application.

We will respond to your letter, email or fax within 2 working days.

Our staff will identify themselves by providing you with their name so that you are aware of who is helping you with your enquiry.

We will be delighted to work with you in planning any ceremony you book with us to personalise your ceremony and make it unique and special for you as a couple.

Our registrars will always arrive at least 30 minutes before the start of any ceremony at an Approved Venue.

You can help us by:

Ensuring you are prepared for your visit by bringing with you all the necessary documents required for your appointment.

Arriving in plenty of time for your appointment or ceremony. Remember there will most probably be other customers waiting to be seen immediately after you and we do not want to delay their appointment or ceremony.

Please let us know if you are going to be delayed - if you are more than ten minutes late we may need to reschedule your appointment.

Please let us know if you wish to cancel your appointment. That slot could be made available for someone else who desperately needs to see the registrar.