

Our Mission

We will endeavour to provide a safe, sustainable, well maintained and free-flowing Transportation Service for the benefit of all stakeholders.

Our Vision

We will strive to achieve the highest standards, and our relationships will be based on trust, confidence, honesty and integrity.

We will endeavour to strike a balance between individual and corporate needs, and maximise our resources to achieve a best value service.



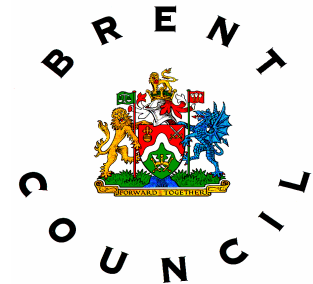
CUSTOMER SERVICE EXCELLENCE

Brent Council Transportation Service

2nd Floor
Brent House
349-357 High Road
Wembley
Middlesex HA9 6BZ
Phone: 020 8937 5185
Email: transportation@brent.gov.uk

Building a better borough

Customer Charter



OUR SERVICE STANDARDS

What you can expect:

To be consulted about the services we provide and encouraged to take an active interest in local decision-making.

To have telephone calls answered within 5 rings between 9am and 5pm.

To have out-of-hours calls responded to within 24 hours.

To be treated fairly, courteously and without discrimination.

To be politely greeted by a member of staff wearing a name badge upon arrival at the Brent House One Stop Shop.

To be able to use a simple complaints scheme if you are dissatisfied with the service provided.

To have a minimum of 95% of written or verbal complaints acknowledged within three working days of receipt.

To have emails acknowledged within one working day and responded to in full within 15 working days.

To receive a response in plain English with minimal use of technical jargon.

In providing a Transportation Service to our customers, we will aim to:

Ensure our local strategies and policies are conducive to the London mayor's regional transport strategy.

Ensure we work with all stakeholders to improve the accessibility and reliability of public transport in the borough.

Promote Green Travel initiatives and provide sustainable transport solutions to help relieve traffic congestion in the local area.

Work with local partners to promote Road Safety initiatives to keep the numbers of people killed or slightly injured as a result of road accidents to a minimum.

When handling enquiries you can expect our staff to:

Respond effectively and professionally.

Take ownership of problems and deliver on our promises.

Give callers our full attention for the duration of the enquiry.

If we are unable to take our customers' calls we will:

Provide an answering machine service for out-of-hours calls.

Make contact the next working day when messages are left on our answering machines.

Follow up on enquiries logged through the Council's call centre.

If you are not satisfied with our service you can:

Complain verbally by telephoning our Complaints team on 020 8937 5048 or email ros.carson@brent.gov.uk

Expect to have your complaint responded to within 15 working days.

Expect to have your complaint formally investigated and receive full written details of the findings.

If you would like a summary of this leaflet in another language, please contact us at:

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