



Leicestershire
County Council



Getting our service right for you

To make sure we deliver quality services:

We are committed to giving you the level of service you expect, at the time you expect it, in the way you expect it consistently and efficiently. We will make it easy for you to contact us and have your enquiry dealt with.



We promise to do the following:

- Provide a quick and efficient service no matter how you contact us.
- Make sure your enquiry is dealt with professionally by staff who are fully trained and polite.
- Respect your right to confidentiality, privacy and safety.
- Try to deal with your enquiry the first time you contact us. If this is not possible, we will keep you up-to-date with our progress.
- Listen to your comments, suggestions or complaints and use them to continuously improve our services.

To do this, we will do the following:

- Consult you regularly about the quality of service we provide.
- Provide and publish feedback, facts and figures about how well you think we are doing in delivering our services.
- Publish clear, accurate and up-to-date information about our services.
- Provide a complaints procedure that is easily accessible.
- Provide you with fair and equal access to our services whatever your age, sex, ethnic origin, cultural, or religious beliefs, disability, marital status or sexuality.

If you require information contained in this poster in another version, e.g. Braille, tape or an alternative language, please telephone: 0116 265 7366, minicom: 0116 265 7721, or e-mail: charter@leics.gov.uk

আপনি যদি বাংলা ভাষায় এই ধরনের কোন একটি তথ্য বা খবরা খবর চান, তাহলে আরো বিস্তারিত জানা 0116 265 7366 নম্বরে ফোন করুন।

ਜੇ ਤੁਸੀਂ ਇਸ ਵਿੱਚੋਂ ਕਿਸੇ ਵੀ ਸਾহায্য ਦੀ ਠੀਕ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਹੇਠ ਦਿੱਤੇ ਫੋਨ ਨੰਬਰ 0116 265 7366 ਉੱਪਰ ਫੋਨ ਕਰੋ।

यदि आपको इसमें से कोई भी जानकारी की आवश्यकता हो तो (आपको चाहिए वो भाषा दर्ज करें) अधिक विवरण के लिए 0116 265 7366 टेलीफोन करें।

अगर तमने आमांभी केरु पण जख्खारी जेरुती होय तो मडेरुआनी करीने (तमने जेरुती बोधा अई जख्खारो) विगतवार जख्खारी माटे 0116 265 7366 देखिनेन करे।

اگر آپ ان میں سے کوئی معلومات اردو میں حاصل کرنا چاہتے ہیں تو مزید معلومات کیلئے براہ کرم 0116 265 7366 پر ٹیلی فون کریں۔