

Oxfordshire Registration Service

Customer Charter

Oxfordshire Registration Service is committed to delivering an excellent service to all of our customers, and we are continually striving to improve the quality and efficiency of our customer service. Our Customer Charter tells you what you can expect from the Oxfordshire Registration Service. We welcome your comments on this charter and our standards.

Our general commitments to you

- We will treat all customers individually, fairly and equally
- We will treat all information provided in confidence and with tact
- We will address special needs wherever possible
- We will encourage our customers to make comments on our service and use these to shape and improve our service
- Each year we will ask a selection of our customers to tell us in detail their views of our service
- We will deal with any customer complaints quickly, fairly and efficiently and give you the option to use the County Council's formal complaints procedure
- We will continually review and improve the delivery of our service, in order to achieve high levels of customer satisfaction
- We will publish the results of consultation to let customers know how we are performing against our targets and standards

When you contact us

- We will acknowledge your e-mail within two working days, and your letter or fax within five working days, with a full response given within ten days
- Our staff will give their name

When you request an appointment or information

- If you are giving a Notice of Marriage or Civil Partnership we will offer you an appointment within five working days or at a mutually convenient time
- If you are registering a birth we will offer you an appointment within three working days or at a mutually convenient time
- If you are registering a death we will offer you an appointment within two working days or at a mutually convenient time
- If you request Wedding or Civil Partnership details we will post a pack out to you within the next two working days
- If you request a copy of a certificate we will issue it within five working days, but where this is not possible we will explain why
- Our staff will provide information on registration clearly, politely and patiently

When you visit us

- Our staff will be respectful and attentive to your needs and wear name badges to identify themselves when you visit an office
- You will be seen within ten minutes of your appointment time if you arrive on time
- If for any reason you are required to wait longer than ten minutes we will offer you an apology and an explanation
- If you have an appointment, or if your enquiry is personal, you will be interviewed in a private room

If you feel that we are not meeting these standards, or we do not perform to your expectations, or if we have exceeded your expectations, please tell us by either:

Completing a Comment Card

Telephoning 0845 129 5900

Email: registeroffice@oxfordshire.gov.uk

If you need this information in another language, large print, Braille, on audio cassette, computer disk or by email, please telephone 0845 129 5900.



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