

# Our Customer Charter.

## Our commitment to you

### Fair treatment

- We will keep our promises.
- Our staff will treat you fairly and with respect.
- We will seek to understand your individual circumstances.
- Your personal information will be protected (learn more in our 'Information Charter').

### Getting it right

- We will explain things clearly and spell out any 'technical speak'.
- When we get it wrong, we will say sorry and try to put it right.
- We will use your feedback to improve our services.
- If you're not satisfied with how you've been treated, we will guide you on what to do next.

### Keeping you informed

- We will respond to your request as soon as we can. Some things take time or cannot happen (perhaps because it's too expensive or isn't fully controlled by the city council).
- We will keep you updated on progress, including what will happen next and when.

### Easy Access

- We will clearly explain all the ways you can contact us.
- We will make more of our services available online, to use at a time that suits you.

## Your responsibilities

In return, we ask you to:

- Provide us with accurate information as soon as you can.
- Tell us if things change for you.
- Co-operate with us in getting things resolved, such as being on time for any appointments.
- Treat our colleagues and contractors with respect.

If relationships break down, and mediation is not possible, we will put things in place so that you can continue to access services. We may ask you to contact us only through one nominated person.

## How quickly we will respond

The best and fastest way to contact us is through our online 'report it' system. Use it to report things like potholes or missed bin collections.

If you use the 'report it' system, you'll receive a reference number immediately that you can use to track your query. You'll be sent a message when the work is complete (if relevant).

If you prefer, you can email us although we will take longer to process your query. You will receive an automated acknowledgement and a response within 10-20 working days depending on the service you are writing to. We will prioritise safeguarding issues and specialist teams will provide an urgent response.

### Priority issues

If there's a danger (like a tree fallen on a road) we confirm what's happened, where it is, and who is responsible. If it's the council, then we will attend quickly and make it safe. This might mean a temporary fix happens until we can schedule in a permanent repair. If this is the case, your original report will be closed, and we will let you know that further work will take place.

### Routine issues (eg. potholes, streetlights, landscaping, fly-tipping)

- We aim to send someone to inspect the issue within five working days of sending you an acknowledgement.
- After this, you'll be told how long we expect to take to do the work.
  - Simple things are likely to be done within 28 days.
  - Complex cases, such as where other organisations are involved, may take up to 12 weeks.
  - Occasionally it makes better sense to group pieces of work together, for instance to save money or because the weather dictates when things can be done. In this case, the work will be done later as part of a planned programme of work. Some programmes of work take 12-18 months to complete.
- If we can't do the work by the time we originally estimated, we will let you know.
- Once the work is completed, you will be sent a message.

### If you need to complain

We will acknowledge your complaint within five working days and explain how long we expect to need to investigate it. In most cases we aim to do this within 10 working days. If your complaint is complex, we will explain this is the case, and aim to respond within 20 working days.

## Specific examples

	Acknowledgement	What happens next
<b>Potholes, streetlights and other highways-related enquiries</b>	Automatic, on the day of the report, on the 'report it' system	<p>Should be inspected within five working days.</p> <p>You will be given an estimated timescale for a repair:</p> <p>Emergency response 1-7 days  Routine response 28 days  Complex issue 12 weeks  Programmed work 12-18 months</p> <p>If things take longer, we will let you know. We will send you a message when the work is complete.</p>
<b>Landscaping, graffiti and fly-tipping</b>	Automatic, on the day of the report, on the 'report it' system	
<b>Missed waste collection</b>	Automatic, on the day of the report, on the 'report it' system	<p>If reported before 12noon on the day of collection, the crew should return the same day to collect. If reported within 48 hours of the missed collection, the crew will be asked to return to collect.</p> <p>We will send you a message when the waste is collected.</p>
<b>City council tenants: housing repairs</b>	Our repairs contractor will contact you to confirm a booked appointment. Where you have signed up to receive text messages about appointments you	<p>For emergencies, such as a leak, our repairs contractor aims to visit to make a temporary fix in 4-12 hours. For routine repairs, such as a dripping tap, they aim to visit within 28 days (it's often much sooner).</p> <p>If additional repairs are needed, you'll be told how long this should take. Simple things will be within 28 days. Complex cases, for instance where a utility company is involved, may take up to 12 weeks.</p>

	will be sent a text to confirm the time of the repair.	More information can be found in your tenant handbook. Please keep us updated on changes to your contact details or household.
<b>City council tenants: anti-social behaviour</b>	-	<p><b>Serious risk</b> If there are serious threats to individuals or the area, including violence or criminal activity, we will respond within one working day. Please ensure you have also reported these incidents to the police on 101.</p> <p><b>Persistent unreasonable ASB</b> We will respond within 10 working days.</p>
<b>City council tenants: General enquires regarding your tenancy or a garage</b>	Please review our website for specifics around terminating your tenancy	We will respond within 20 working days.
<b>Council tax: telling us something has changed</b>	If you use the online form, we will acknowledge immediately.	We will let you know the change has been made within 20 working days.
<b>Council tax: other queries</b>	-	<p>If you call us but our lines are busy and you opt for a call back, we usually call back the same day.</p> <p>If we have contacted you (via phone, email or text) that message should say a date by which we need you to reply.</p>
<b>Homelessness</b>	You will find a variety of information and support available online	If you are at risk of homelessness, please get in touch as soon as you can or visit our webpage.

		<p>We will ask you to provide us with some specific information about your circumstances. Once we've reviewed that, we will offer you a telephone or online appointment, usually within 7 working days. If you are homeless on the day that you contact us we will arrange an on the day appointment.</p> <p>If you are not happy with our decision you can request a review. This must be requested within 21 days and you must explain why you believe the decision is wrong within two weeks of requesting a review. After the review we will let you know when you will hear back (this depends on the decision we are considering).</p>
<b>School admissions</b>	Applications are automatically acknowledged	<p>If you have made an application for a child starting primary or secondary school for the first time, and we received it by the published deadline, you will receive the offer on that year's national offer date (find this date on our website).</p> <p>If you are making an 'in-year' application during the working school term (excluding school holidays) you will be contacted within 15 school days. If you apply by the middle of June, we will aim to process your application before the end of the academic year.</p> <p>Please do not chase for updates during the school holidays. Schools are not open, and we will not have any information to share with you.</p>
<b>Special Educational Needs and Disabilities (SEND)</b>  <b>Request for an EHC Needs Assessment</b>	Applications sent via email are automatically acknowledged if sent to <a href="mailto:EHCP@Milton-keynes.gov.uk">EHCP@Milton-keynes.gov.uk</a>	<p>Once our Assessment Team receive a request for assessment, this starts the 20 week assessment process. We will contact you within 6 weeks with a decision as to whether we will be carrying out an assessment.</p> <p>During the Assessment process you may be contacted to provide additional information. This will be done by email. A final decision on whether we will issue an Education, Health and Care Plan (EHCP) will be shared with you at about week 15 of the process.</p> <p><b>Please note that due to a shortage of Educational Psychologists this is resulting in a delay to assessments. In the short term we are asking our customers to be mindful that we may be outside the 20 week time frame but we will keep you up to date on any</b></p>

		<p><b>delays that might affect your assessment. The recovery plan can be found on the Local Offer</b></p> <p>If an EHCP is agreed, then a defined number of draft versions will be shared, with a final version to be signed off within the 20-week period. You will be advised of when and how to input into the draft via email. Please note, chasing the team during this period could impact the pace of the process and delay the final plan being issued. If there is not a mutual agreement of the EHCP, the plan will be finalized giving you the right to appeal. SENDIAS can support you with this process <a href="mailto:Contact@mksendias.org.uk">Contact@mksendias.org.uk</a>.</p>
<p><b>Special Educational Needs and Disabilities (SEND)</b></p> <p><b>Annual Review of an Education, Health and Care Plan</b></p>	<p>Applications sent via email are automatically acknowledged if sent to <a href="mailto:EHCP@Milton-keynes.gov.uk">EHCP@Milton-keynes.gov.uk</a></p>	<p>Once our Review Officers receive the paperwork from the school/ setting following the date the review was held they have 12 weeks to finalise the EHCP.</p> <p>The officer will prepare a Proposed Amended version of the EHCP and will share it with you within this 12 week process. This will come to you via email from <a href="mailto:EHCP@Milton-keynes.gov.uk">EHCP@Milton-keynes.gov.uk</a>. Once shared you will have the opportunity to comment and share whether you consider the EHCP be ready to be finalised or whether any further changes should be made.</p> <p>During the 12 week process a number of changes may be made to the EHCP but to avoid delay in statutory timescales the Officer will finalise in week 12 of the process. If you are not in agreement with the finalised EHCP you then have the right to appeal. SENDIAS can support you with this process <a href="mailto:Contact@mksendias.org.uk">Contact@mksendias.org.uk</a>.</p>
<p><b>Special Educational Needs and Disabilities (SEND)</b></p> <p><b>Change of school placements</b></p>	<p>Paperwork and queries sent via email are automatically acknowledged if sent to <a href="mailto:EHCP@Milton-keynes.gov.uk">EHCP@Milton-keynes.gov.uk</a></p>	<p>If you are considering a change of placement for your child/ young person before you contact us you should have discussed this with the current school/ setting. You should email us at <a href="mailto:EHCP@Milton-keynes.gov.uk">EHCP@Milton-keynes.gov.uk</a> stating why you believe the current setting is unable to meet needs and advising what setting you wish to be named.</p> <p>A member of the team will then contact you within 10 working days initially via email and then a call to discuss your request. A likely outcome is that there should be a review of the</p>

		<p>EHCP to ensure it is reflective of current needs. Following the review your request will be added to the next Specialist Placement Admissions Panel, dates including cut-off timescales for these panels can be found on the Local Offer. Please note we will not accept new requests after the specific cut-off dates.</p> <p>You will hear within 2 weeks following panel the outcome via email.</p> <p>If it is a no to a change of placement and you do not agree with this outcome you can seek advice on next steps from SENDIAS. <a href="mailto:Contact@mksendias.org.uk">Contact@mksendias.org.uk</a></p> <p>If it is a yes to a change of placement it does not mean an immediate change, there will be a plan in place with an expected start date which will be communicated with you as part of the outcome email.</p>
<b>Special Educational Needs and Disabilities (SEND)</b>  <b>Short Breaks</b>	Queries sent via email are automatically acknowledged with 10 working days to respond	Once the email is received the Short Breaks team will aim to respond to all queries within 10 working days. This will be via email.
<b>Planning</b>	See the Planning Customer Charter	<a href="#">Planning Customer Charter   Milton Keynes City Council</a>