

## Pension Services - Customer Service Charter

### When you phone us:

- We will answer our main contact numbers within 3 to 5 rings
- The office is open between 09:00 – 17:00 Monday to Thursday  
09:00 – 16:00 on Friday
- We will ensure your call is directed to the person or team with the best skills to help you
- Staff will greet you giving
  - The name of our department
  - Their name
- If we pass your enquiry to another department, we will pass on your details and the nature of your query, so you do not have to repeat this to another person
- If we transfer your call we will, wherever possible, transfer you to a person not voicemail
- We aim to answer telephones and avoid use of voicemail. Where voicemail is used staff will respond to messages by the next working day. Staff will leave a greeting and alternative contact if away from the office

### When you write to us:

- A full response will usually be given within ten working days. If this is not possible we will let you know when you may expect a reply
- Receipt of emails will be automatically acknowledged. Please use the appropriate team email inbox. A full response will usually be given within ten working days. If this is not possible we will keep you updated and let you know when you may expect a reply
- When we contact or reply to you we will include contact information and a named member of staff

### When you use our website:

- We will have an accessible and usable website, with up to date information. We will make it easy for you to find what you need.

### If we fail to meet your expectations:

- We will acknowledge receipt of your complaint within five working days and say how we propose to resolve this. After investigation we will normally give you a full response within ten working days of our acknowledgement
- Complaints about a decision affecting your pension should be made using the formal Adjudication of Disputes Procedure. Details can be found at [www.oxfordshire.gov.uk/pensions](http://www.oxfordshire.gov.uk/pensions)

### Feedback:

- We welcome your feedback about the service we have provided – what has gone well and how we could improve.
- Please send your feedback to [pension.services@oxfordshire.gov.uk](mailto:pension.services@oxfordshire.gov.uk) marked for the attention of Communications