

Bulk Letter Forwarding Customer Charter

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Bulk Letter Forwarding Customer Charter

The Bulk letter Forwarding Service is part of Department for Work and Pensions. This service is offered mainly to commercial organisations to forward beneficial information onto customers for whom they do not have a current address.

This Customer Charter tells you about the standard of service that Bulk Letter Forwarding aim to provide in our day to day work. It also tells you how you can give us feedback and what to do if things go wrong with your dealings with us.

Our responsibilities to you

In delivering our services we will:

- set clear standards so that you know what you can expect
- communicate clearly and effectively, and in plain language
- make our services easy to use, particularly for those with specific needs
- treat people fairly and with respect
- treat what you tell us as confidential
- put things right if they go wrong, as quickly and efficiently as possible

Your responsibilities to us

You can help us to give a good service by:

- giving us a telephone number that we can contact you on
- giving us full and accurate information when we ask for it
- telling us about any changes that you feel may affect our action

Shared responsibilities

We can help each other by:

- respecting one another and showing patience and understanding of each others' position
- being polite and courteous in our dealings with each other

We want to give you the best service we can and we are always working to improve. Listening to your views will help us to improve. If you want to comment about the service we have given you, or think we have done something wrong or something well, please contact the relevant [BLF Customer Service Manager](#)

Providing our services

Bulk Letter Forwarding aim to provide a service that is easy to use by everybody. This will always be by written contact or by telephone as our office is not open to the public.

If you have any specific needs to enable you to access our services, for example, in order to meet a hearing, speech, sight or language problem, please tell us so that we can provide a service in the best way that suits you. We can provide an interpreting service if you do not speak English.

We will ensure that in delivering our services we abide by all relevant legislation.

If you use the Bulk Letter Forwarding service, we will forward letters within 15 working days from the date we receive your request and full payments. We will advise you if this target will not be met and we will tell you the new date when the letters will be forwarded. The Bulk Letter Forwarding service can be withdrawn at any time.

Improving our services

We work to continuously improve our services and:

- regularly carry out customer surveys, and
- act on feedback and comments

More about this charter

This charter is available in large print, Braille, audio and in the following languages:

Arabic	Bengali
Chinese	Gujarati
Punjabi	Somali
Urdu	Vietnamese

If you require it in one of the versions above or different format please email [the BLF Customer Service Manager](#) or telephone 0191 2252200

If you have any comments about this charter, please contact the [BLF Customer Service Manager](#) or write to us at:

Bulk Letter Forwarding
Durham House
Washington
Tyne and Wear
NE38 7SF

When we contact you

In writing

We can write to you in English, or if you ask, in many other languages.

Our letters will:

- be typed
- be in clear, plain language
- be accurate and helpful
- tell you clearly if there is anything you need to do
- give you suitable contact details so that you can get in touch with us

If you have a visual impairment, please let us know so that we can arrange for a suitable way to communicate with you.

By phone

If we need to telephone you we will:

- explain who we are, where we are calling from and why
- check your details so that we know we are talking to the right person
- call you back at an agreed time if you ask us to

If you have speech or hearing impairment our office uses Text Relay.

If you do not speak English we can arrange for an interpreter to help you.

When you contact us

In writing

When you contact us by letter, fax or email we will reply within 10 working days of the date we get it.

If we cannot send you a full reply within 10 working days we will tell you why.

We will also tell you if there is anything we need you to do and when you can expect a full reply.

By phone

Our telephone opening hours are:

Monday to Thursday	1.00pm – 9.00pm
Friday	12.00pm – 8.00pm.

Our phone number will be at the top of any letter we send you.

Our staff will answer the phone in a polite and helpful manner and give you their name. They will give you accurate information and try to answer all your questions.

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If you prefer, we can arrange for someone to call you back at an agreed time.

If you have a speech or hearing impairment you can use Text Relay to contact us. The Text Relay number will be at the top of any letter we send you.

If you do not speak English we can arrange for an interpreter to help you.

Telephone lines should remain open outside of the published opening hours whenever staff are available.

Visiting Bulk Letter Forwarding

You will not be able to visit us

Our office is not open to the public, so you will not be able to visit us. If you phone or write to us, we will be able to help you with your enquiry.

Giving you advice and information

We can provide advice and information in other formats and languages. Please see the section on 'Providing our services'.

If you want us to give information to someone who is helping or representing you (in writing or over the phone), we need you to give us your authority to do this.

What to do if things go wrong

If you think something has gone wrong with the service we provide, or we have not met the standards in this Charter, we want to know so that we can try and put it right.

You can give us your comments or make a complaint by phone or in writing. Our [BLF Customer Service Manager](#) will look into your complaint.

We will reply to your complaint within 7 working days of receiving it. If we cannot deal with your complaint fully within 7 days, we will tell you if there is anything we need you to do and when to expect a full reply.

You may want to ask [Citizens Advice](#) or similar organisation for help and advice. You can also take the matter up with your:

- Member of Parliament
- Member of the European Parliament
- Member of Scottish Parliament, or
- Welsh Assembly Member

When you receive our response to your complaint it will also contain details of how to contact the Client Referral Centre Manager should you believe that the response does not satisfactorily deal with your complaint.

If you do not consider that any subsequent response you receive from the Client Referral Centre Manager satisfactorily deals with your complaint you will be given details of how to submit your complaint to the Head of Department.

If you do not consider that the response you received from the Head of Department satisfactorily deals with your complaint you will be given details of how to take your complaint further to the Independent Case Examiner. If you choose to contact the Independent Case Examiner this must be done within six months of receiving a response from the Head of Department.

The Independent Case Examiner will take a fresh look at the facts of the case in order to determine a satisfactory outcome but does not consider matters of law or government policy.