

Your Conduct

We expect our staff to be able to carry out their jobs free from abuse, threats and violence. NPA will not tolerate such behaviour. We will take appropriate action where required.



Information available in other formats

If you require this information in any other format such as large print, or a different language please contact the Communications Unit.

We will take appropriate action where required.

Tell Us More

We are committed to improving our services. In order to do this we welcome your feedback, comments, compliments and suggestions.

You can do this by completing the "Tell Us More" leaflet, available at our reception desk or from our website at www.nottinghamshire-probation.co.uk

If you would like any further information or a copy of the full charter please contact the Communications Unit at:

**Nottinghamshire Probation Area
Marina Road
Nottingham
NG7 1 TP
Tel: 0115 8406500**



NOTTINGHAMSHIRE



Nottinghamshire Probation Area

Customer and Service User Charter Summary

Nottinghamshire Probation Area is fully committed to providing a high quality service for all our service users.

The following standards represent a broad range of service commitments which we will review annually.

We will:

- Make our services welcoming and accessible to everyone
- Treat you politely, fairly and with respect.
- Ensure we wear identity badges at all times.
- Ensure our reception areas are clean and tidy.
- Ensure that all communication is clear, concise and available in various formats and languages.
- Provide up to date information on our website and in our reception areas.
- Make an interpreter available when necessary.
- Consult customers and service users regularly about the standards of our service.
- Adhere to the Data Protection Act and Freedom of Information requests.



Service user standards

Face to Face

We will see you within 10 minutes of your scheduled appointment.

Voicemail

If the person you wish to speak to is not available we will use voicemail messages where possible to tell you when they may be available and details should you require assistance immediately.

Letter/Faxes/Emails

We will acknowledge within 5 working days of receipt.

If you require a response we will do so in writing within 20 working days.

What if there is a problem?

If you are not satisfied with our service or think that we have failed to meet our standards, please ask to speak to a manager.

If you are still not satisfied, you may wish to make a formal complaint.

Details of our complaints procedure is available at our reception desk or on our website at www.nottinghamshire-probation.co.uk