



CARDIFF COUNCIL

Children & Young Peoples Charter



GET IT RIGHT

We promise to:

- ✓ Do what we say we will do
- ✓ Recognise when we make a mistake and put things right
- ✓ Tell you what to do next if you are not happy with how you've been treated
- ✓ Use your feedback to shape our services
- ✓ Train our staff to the highest standards
- ✓ Give you a reason if we cannot do something for you

DO RIGHT BY YOU

We will:

- ✓ Be polite, helpful and considerate and take time to listen to you and treat you with respect
- ✓ Offer straightforward and personal customer service
- ✓ Consult and engage with community and customer groups to identify their needs.
- ✓ Communicate with you clearly
- ✓ Protect your personal information
- ✓ Treat you as an individual and according to your needs
- ✓ We will ensure that you know your rights and that you are respected

GETTING IN TOUCH

We will:

- ✓ Clearly tell you all the ways you can access our services (including face to face)
- ✓ Design our services to reflect the diverse make up of Cardiff
- ✓ Ensure social inclusion by giving you a choice in how you contact us
- ✓ Give you a voice on social media or improve /increase how we engage with you on social media
- ✓ Make more of our services available online to use at a time that suits you

HOW YOU CAN HELP

We ask you to:

- ✓ Treat our staff with respect
- ✓ Tell us when something changes and give us the correct information at the right time
- ✓ Give us the opportunity to put things right first
- ✓ Give us honest feedback and take part in surveys and consultations
- ✓ Like us on Facebook and follow us on Twitter

For further information about council services, please visit our website **Cardiff.gov.uk**, download our app **Cardiff.Gov** and follow Cardiff Council on **Twitter**, **Facebook** and **Instagram**

