

Bulk Letter Forwarding Customer Charter

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Department
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Bulk Letter Forwarding Customer Charter

The Bulk letter Forwarding Service is part of the 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 aims 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 [BLF Customer Service Manager](#). The e-mail address is CRU.CustomerFeedback@dwp.gsi.gov.uk

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 speech or hearing impairment please tell us so that we can provide a service in the best way that suits you.

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 payment. 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

If you have any comments about this charter, please e-mail 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

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

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.

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 receive 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.

You can find our contact details on our [website](#).

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.

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.

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

Our [website](http://www.dwp.gov.uk/other-specialists/bulk-letter-forwarding-service) gives guidance on the BLF service, www.dwp.gov.uk/other-specialists/bulk-letter-forwarding-service

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.

Our complaints procedure

If you contact us by telephone to discuss our level of customer service, and the advisor feels that they cannot resolve your issue, they may arrange for a Team Manager to contact you to discuss your concerns.

If you are still dissatisfied after talking to the Team Manager, your issue will be referred to Customer Service specialists, and it will be treated as an official complaint.

If you write to us, we will reply to your complaint within 15 working days of receiving it. If we cannot deal with your complaint fully within 15 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

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- Welsh Assembly Member

Our complaint procedure is invoked when an objection against the level of service you have received from us is made in writing or by telephone. The BLF Team has a 2 stage complaint process.

Tier 1

We aim to respond to your complaint within 15 working days of receiving it. We will give you a later response date and let you know why, if we are unable to meet that deadline.

Tier 2

If you are not satisfied with the response to your initial complaint, you will be able to submit your complaint to our Performance Director, who will respond within 15 working days of receiving your complaint.

The response from the Performance Director will provide details of how to take your complaint to the Independent Case Examiner (ICE). You may write to ICE if you feel that your complaint about our level of customer service still has not been dealt with satisfactorily. If you choose to contact the Independent Case Examiner this must be done within six months of receiving a response from our Performance Director.

ICE offers an impartial mediation and review service, which is easily accessible and entirely free, to those whose complaints remain unresolved. The ICE looks at complaints about the customer service we provide but will not consider matters of law or government policy.