



## ***Kensington and Chelsea Registration Service***

### **Our Customer Charter**

#### Service Delivery Standards

We will ensure that an appointment to register a birth is available within five working days; an appointment to register a death or still-birth is available within two working days; and an appointment to give notice of marriage or civil partnership within ten working days

If you've applied for a correction or re-registration that requires approval from the General Register Office and for you to attend an appointment with us to complete, we will ensure that an appointment with us to do this is available within ten working days

When you arrive for an appointment, we will see you within ten minutes of your appointment start time

When we receive a declaration to register a birth, death or still-birth from another office, or an authority from the Coroner to register a death, we will ensure that the event is registered within 24 hours of receipt

We'll process applications for duplicate certificates within seven days

We'll ensure that your citizenship certificate is dated correctly and confirmation sent immediately to the Home Office

We aim to provide a service that elicits a 95% satisfied or very satisfied rating

#### Right Treatment

We will treat you courteously and with respect

We will be professional and helpful at all times

We will listen to your questions carefully, understanding your circumstances, so that we can advise you correctly

We recognise and celebrate diversity, understanding individual needs

We treat everyone fairly

### Easy Access and Simple Communication

We will use simple language in our written and spoken communications

We will ensure that our website and communications contain correct and up-to-date information

We will ensure that our premises are easy to access for everyone

We will arrange a sign language interpreter for those require one

We will make it easy for you to contact us

### Deliver High Quality Services

We will make using our services swift and easy

We will respond quickly to your enquiries

We will give you all the information that you require

We will carry out our services to the highest standards

We will immediately put things right if they go wrong

### Responsive to Feedback

We welcome your feedback on all aspects of our service

We will make it easy for us to tell us what you think

We will treat your complaints seriously and respond promptly

We will consult you on major changes to our service

We will use all your feedback to drive improvements in our service

### Respect and Protect Your Privacy

We will treat your personal information with care and in accordance with the law

We will adhere to data protection principles

We will provide secure, private spaces for using our services

We will deal with your enquiries with sensitivity

We will not keep any data that we don't need to