

How to contact us...

by post...

Democratic Services, Wychavon District Council,
Civic Centre, Queen Elizabeth Drive, Pershore,
Worcs, WR10 1PT.

by phone...

Tel: (01386) 565437 - (9am-5pm - Mon-Fri)

by fax...

(01386) 561091

by e-mail...

elaine.dicks@wychavon.gov.uk

in person...

Pershore 'One Stop' Shop, Civic Centre, Queen
Elizabeth Drive, PERSHORE, Worcs. WR10 1PT

Evesham Community Contact Centre, Abbey Road,
EVESHAM, Worcs WR11 4SB

Droitwich Community Contact Centre, 44 High Street
DROITWICH SPA, Worcs. WR9 8ES

*Registration and absent vote application forms are
available from all council shops and are available to
download from our website:*

www.wychavon.gov.uk

Performance Targets

**As well as the standards of service we aim to meet,
our performance is measured against these targets:**

- We aim for a 95% return of electoral canvass forms each year.
- We aim to register 95% of the adult population on the register of electors.
- We aim to increase the percentage turnout for local elections.

Consultation, Compliments, Complaints and Suggestions

We regularly consult customers to find out how satisfied they are with the level of service we provide and how we can improve. We also ask organisations we work with to tell us how we can improve our service. If we do something well, please tell us. We welcome comments and suggestions you may have about our service. If we are doing something wrong, please tell us. This will then gives us chance to put things right.

What to do if something goes wrong...

If you want to make a complaint about the way we have done (or failed to do) something, please let us know straight away. Please speak to a member of staff about the problem. They may be able to sort it out straight away. If you are still not satisfied you can complain to the Manager. A formal complaint can be made in person, by phone or in writing, by letter or email. Complaints are dealt with in accordance with all our Corporate procedures. More information is available in our 'Have your say' leaflet.

service charter

for electoral services

The Services we provide...

The Electoral Services section is responsible for:

- The administration of European Parliamentary, Parliamentary, County, District and Parish Council elections, referenda and parish polls within the district.
- Compiling, publishing and maintaining a full register of electors for the district and dealing with any subsequent queries.
- Maintaining a register of Service, European Union and Overseas electors.
- Processing absent vote applications and maintaining an absent voter list.

What you can expect from us ...

We are committed to providing a high quality service and aim to meet the following standards:

- We will respond to all letters within seven working days, or tell you if it is going to take longer. This may be by telephone, e-mail or in writing.
- We will respond to e-mails within three working days, or tell you if it's going to take longer.
- We will answer telephones within seven rings.
- We will see you within 15 minutes of your arrival or tell you if it is going to take longer.
- We will be friendly, helpful and attentive.
- We will avoid jargon and explain technical terms.
- We will respect people's differences and treat everybody fairly and to the same high standard.
- We will not make promises we cannot keep.
- We will make all registration and absent vote application forms available on our website - www.wychavon.gov.uk

What you can expect from us ...

- We will provide large-scale examples of ballot papers and voting templates for visually impaired voters at all polling stations.
- We will ensure a copy of the full register of electors is available for public inspection, under supervision, at all council shops in Wychavon.
- We will publish the new register of electors on the 1st working day in December each year.
- Each month we will process 100% of rolling registration application forms that are received before the cut off date.
- Each month we will process 100% of valid Service, Overseas and European Union renewal forms that are received before the last renewal date.
- Once a year we will canvass 100% of the properties shown on the register of electors.
- Before an election we will issue a postal vote application form to 100% of the electors in that area.

What you can expect from us ...

- If you need special help, for example, because you have a disability or any other special needs we will:
 - Arrange a home visit if you are housebound or disabled and cannot visit the Civic Centre or one of our One Stop Shops;
 - Arrange for leaflets, letters or other information, to be available in large print or on audiotape;
 - Make arrangements for any document to be translated.

What we expect from you....

To help us meet our aims we ask you:

- To respond to the annual canvass promptly, thus saving Council Tax payers money by reducing the number of reminders we have to send.
- To apply the same standards of behaviour towards our staff and other customers, as you expect from us.

If you use abusive language or behaviour towards our staff or other customers, we will ask you to leave the building or end your phone call.