

CUSTOMER CHARTER FOR HUMAN RESOURCES

CUSTOMER SERVICE PRINCIPLES AND GENERAL STANDARDS

The Human Resources staff will provide a service that

- Is courteous, professional and friendly
- Follows the Council's Customer Service Policy for handling correspondence, telephone calls and e-mails (see separate Customer Services Charter)
- Ensures confidentiality to individuals unless there are exceptional circumstances
- Sets, publishes and adheres to measurable standards for our customers
- Ensures complaints are dealt with fairly and on time by using the Council's Complaints or Grievance Procedures
- Seeks and acts upon the views of customers and staff
- Observes the Council's commitment under the Equality Scheme by promoting honesty, fairness, equality and services that are accessible to all.

SERVICE STANDARDS - BY FUNCTION

RECRUITMENT AND SELECTION

The Human Resources staff will provide a service that

- Advertises jobs widely using appropriate and accessible media whilst providing value for money
- Ensures the selection process is based on objective and measurable criteria
- Monitors the number of applicants and success rates from all minority groups as identified under the Wealden Equality Scheme quarterly to see if there are any trends which could be seen as discriminatory.
- Ensures recruitment packs are accessible on-line immediately and for hard copy are sent out within 24 hours during the working week.

LEARNING & DEVELOPMENT

The Learning and Development Manager provides a service that

- Delivers quality training based on identified staff needs
- Gives value for money when compared with a range of training providers within the local market
- Aims to work in partnership with other local authorities as part of the Sussex Training Consortium.

GENERAL HR SERVICE

The Human Resources staff will provide a service that

- Is personally staffed from 0830-1700, Monday to Friday with answerphone facilities available outside of these hours.
- Reviews, implements, publishes and monitors the impact of staff Conditions of Service

- Ensures that the staff Conditions of Service always comply with the law and also with best practice wherever operationally feasible and affordable
- Includes staff consultation on a regular basis to inform policy and practice
- Provides Health and Safety policies and procedures and a consultancy service to meet legal requirements and best practice

PAYROLL AND PENSIONS

The Payroll and Pensions staff will provide a service that:

- Ensures that:
 - staff and Members are paid accurately and on time
 - statutory deductions are made from salaries and paid to statutory bodies
- Produces management reports and information from the Payroll system
- Implements pension requirements under the Local Government Pension Scheme regulations and offers advice and guidance to staff and management on pension and payroll matters.

COMPLAINTS

In the event that you are not satisfied with the service provided by the Human Resources Department and wish to raise a complaint, please address your complaint to the Head of Human Resources at the address shown below.

Complaints may be made in writing, on the telephone or via e-mail. Contact details are as follows:

Wealden District Council
Council Offices
Pine Grove
Crowborough
East Sussex TN6 1DH

Tel: 01892 602424

E-mail: Human.resources@wealden.gov.uk