

Halton Hologate with Halton Fenside Parish Council

Customer Service Charter

November 2025

Contents

1. Who are we?	3
2. Mission Statement	3
3. Aims	3
4. Objectives	3

Who are we?

Halton Holegate with Halton Fenside Parish Council

Mission Statement

Halton Holegate with Halton Fenside Parish Council will work to promote and develop the interest and diversity of this vibrant community.

Aims

- To consider and respect the views of our service users and residents of Halton Holegate and Halton Fenside.
- To be efficient, effective and accessible;
- To provide a quality service to the service users and the wider community as a whole;
- To be flexible and forward thinking, where possible;
- To communicate with service users and members of the public, whilst respecting confidentiality;
- To respond to service user needs;
- To have a robust complaints procedure.

Objectives

This strategy is part of the Parish Council's commitment to creating and maintaining effective working relationships with all sectors of the community, based on trust, openness and constructive challenge.