

# Licensing Service Customer Charter



## When you use our services...

### We will:

- Work with partner organisations and agencies to ensure we contribute to a safe and vibrant city
- Issue 90% of Premises Licences within 20 days if no valid representations have been made
- Issue 90% of Licensing Act Personal Licences within 10 days of receiving full details
- Respond to 95% of complaints about enforcement issues within 5 working days
- Wherever possible, give you appropriate help, information and advice when completing application forms
- Take relevant and appropriate action following any notification of breaches of regulation and licence conditions
- Always review our service based on comments received from our customers and our surveys.

### Our aim is to:

- Meet the needs of our business customers
- Respond to emails sent to [licensing@southampton.gov.uk](mailto:licensing@southampton.gov.uk) within seven days
- Ensure our guidance notes for customers are clear, concise and easy to follow
- Keep customers informed on the progress of their applications, on request.

**Please note: where a time frame is specified this is working hours/days.**

This written information is available on request in other formats or languages.

### Your Views Count – how to make a comment about our services

We want to hear from you about your experiences when you deal with us. If you receive good service, or if you want to nominate one of our staff for a Customer Excellence Award please let us know by telephoning us on **023 8083 3078**. You can also nominate a member of staff on our website at [www.southampton.gov.uk/excellence](http://www.southampton.gov.uk/excellence).

Occasionally we get it wrong and we'd like you to let us know about this so we can improve our services. If you are unhappy with the service you have received, let us know by telephoning **023 8083 3245** or by emailing [licensing@southampton.gov.uk](mailto:licensing@southampton.gov.uk) or you can ask a member of staff for a "Your Views Count" form.

Our minicom number is: 023 8083 2798

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INVESTOR IN PEOPLE