

# The Charter



Letchworth Garden City  
Heritage Foundation



In the Foundation's 'Rules', its governing document, Rule 71 sets out the requirements of the Charter. Clause (b) stipulates it should "seek to ensure that any such member of the public:-

"(i) is made aware of the standards of service which he/she is entitled to expect, which must include a requirement for courtesy openness and helpfulness and a commitment to prompt action;

"(ii) receives full, accurate and clear information about what services are being provided;

"(iii) is treated without discrimination on grounds of race or sex;

"(iv) has convenient access to the services which are being provided;

"(v) is entitled to an explanation or apology, together with a well-published and readily available means of complaint if things go wrong."

Established in 1995, the Charter was revised by Foundation Governors following an extensive review and the passing of a resolution at the Annual General Meeting in March, 2008.

Copies of the complete 'Rules' are available on request by calling 01462 476057 or may be downloaded from the Foundation's website at [www.lgchf.com](http://www.lgchf.com).

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## A. General

1. Dealings with the public will be carried out in a welcoming, confidential and courteous manner.
2. Staff meeting members of the public will carry identity cards including a photograph.
3. Staff will give their names when answering telephone calls.
4. Correspondence to departments will be acknowledged within three working days of receipt, giving a timescale for a response.
5. The Foundation will comply with all statutory requirements regarding non discrimination, ensuring that its services are open to all and that its dealings with the public are free from discrimination.
6. The Foundation's Complaints Procedure is available on request and published on its website. Complaints received will be logged, acknowledged on receipt, investigated and a considered reply sent to the complainant by the appropriate Director within 15 working days. Anonymous complaints will be logged and investigated as appropriate.
7. Personal data held by the Foundation are subject to, and will be held in accordance with, the Data Protection Act. People on whom such information is held may inspect it on request.

## B. Reception area

8. Visitors will be dealt with promptly and courteously. Visitors who wish to meet a particular person may do so if that person is available. If not an appointment can be made.

## C. Information

9. The Rules of the Foundation are available on request and published on the Foundation's website. Hard copies are also available, on request, free of charge.
10. A list of the Governors of the Foundation is available, on request, free of charge and published on the Foundation's website.
11. The Foundation's latest available Annual Report and Accounts is published on its website. Hard copies are also available, on request free of charge. A summary of the document is distributed to householders and businesses in Letchworth Garden City.
12. The minutes of General meetings of the Foundation Governors, except confidential items, are available on request and published on the Foundation's website.
13. A summary of all decisions of the Board of Management, except confidential items, is available on request and published on the Foundation's website.
14. The Foundation will ensure all its publications, describing the activities of the Foundation, are available on request and published on its website.

## **D. Accounts**

- 15.** The Foundation will pay all authorised invoices received on the terms agreed.
- 16.** The Foundation will ensure that its debt collection processes operate fairly, consistently and courteously at all times.

Copies of the Complaints Procedure, mentioned in standard 6, are available on request by calling 01462 476057 or may be downloaded from the Foundation's website at [www.lgchf.com](http://www.lgchf.com).

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