

Customer Charter

April 2016

“*The Business Development and Innovation Team - successfully providing innovative business solutions for growth, job creation and economic prosperity*”



The Business Development and Innovation Team provides strategic leadership within Birmingham City Council, The Greater Birmingham and Solihull Local Enterprise Partnership and the region to improve business confidence, encourage investment, stimulate business activity and create job opportunities through a range of business development programmes.

Further details are available at: www.birmingham.gov.uk/bgp

Our commitment to you

When you use our services we will...

- Always build a professional and helpful understanding with you.
- Make our correspondence and information easy to understand.
- Be open and honest and explain our decisions.
- Inform you of the Business Officer who will be dealing with your grant application.

Our aim is to...

- Regularly review our working practices and if required make changes accordingly.
- Respond to all your letters and e-mails within 10 working days.
- Answer and return all calls promptly.
- Provide up-to-date information and advice about our services on our web pages.
- Where required, make suitable appointments to visit the company.

In return, we expect you to...

- Treat us with respect - we will not be able to help you if you are aggressive, threatening, violent or use bad language.
- Provide documentation relating to your grant application, as required.
- Keep your appointment time, or let us know, with as much notice as possible, if you cannot make a pre-arranged appointment.

Your views

We would like you to tell us what you think of our service. It is always great for us to hear when things go right but crucially, it's important for us to know if we get things wrong.

If you make a service complaint we will:

- Acknowledge it within 3 working days.
- Tell you who is dealing with your service complaint and give you their contact details.
- Provide you with a full response within 15 working days of us receiving your service complaint.
- If we cannot give you a full response within 15 working days, we will contact you and explain why.

Getting in touch

Web:

www.birmingham.gov.uk/bgp

Call:

(0121) 303 3150

Postal address:

Birmingham City Council
Business Development and Innovation Team
PO Box 17108
Birmingham
B2 2WF



For a copy of this leaflet in large print, alternative format or another language, please contact us.



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