

Customer Service Charter

Who are we?

JMP is a transport planning consultancy working on behalf of the Dundee Travel Active initiative.

What are we doing?

We are delivering a Personal Travel Planning (PTP) service to residents of, and visitors to, particular areas of Dundee.

The PTP service is a way to provide people with advice, information and opportunities to walk, cycle, use public transport more or other activities that promote exercise as part of their daily routine. By providing personalised information, we hope to encourage people to make more use of active travel options as a way of improving their health, perhaps saving them money and helping the environment too.



Our commitment to you

- We are committed to meeting your needs by providing high quality customer service, offered by specially trained staff. We make sure that we are polite and treat all customers with courtesy and respect.
- When we contact you by phone or in person we will identify ourselves clearly, give our name and identify ourselves as representing Dundee Travel Active.
- When you contact us by email, letter or phone we will acknowledge and seek to resolve your query within two working days. For more detailed enquiries we will respond within ten working days.
- If we cannot respond completely within this time limit we will let you know.
- If your comment is not related to our services we will forward it to the relevant organisation within ten working days and tell you who we have forwarded it to.
- We will aim to provide our services when it is convenient for you and will offer to call or visit another time if you are busy.
- We will provide accurate and reliable information at all times.
- We will keep a record of comments and complaints to help review and improve our service.
- We will monitor our performance and make the results available for you to see.
- We will not sell you anything.
- We will not hound or harass you.
- We will not share your personal information with any third party.
- We will not send you anything we feel you would not benefit from.

Customer service targets

We have set ourselves the following targets in delivering high quality customer service:

- 95% of customers we monitor will rate our service as good or very good.
- 90% of customers will rate the quality of information that we provide as good or very good.
- 95% of project resources requested by customers will be dispatched within five working days.
- 100% of all queries/complaints to be dealt with in the stipulated times: response to letter, email or phone call within two working days.

Customer comments and complaints

If you have any comments or complaints about our service please contact us by post at Freepost RSCB-ERHC-ZXSC, Dundee Travel Active Team, Unit 31B, The Wellgate, Dundee, DD1 2DB, by e-mail at info@dundeetravelactive.com or on Freephone 0800 111 4510. You can also contact us in person by visiting the project office at the above address. The PTP Team Leader is Caley Slidders.

If, for any reason, you are dissatisfied with information from us, you may contact Neil Gellatly, Head of Transportation, Dundee City Council, Planning & Transportation, Floor 13 Tayside House, Crichton Street, Dundee, DD1 3RB.

Data Protection and privacy statement

JMP Consultants Ltd is a Member of the British Market Research Association and follows the guidelines of the Market Research Society. We are registered under the Data Protection Act 1998.

Any information we collect from you during this project will be used solely for the purposes of the project. We will not pass on your details to any third party outside this project without your express permission. Your details will be kept on a secure database that is solely used for the purpose of this project and only accessible to our staff.

We operate a customer aftercare system to ensure that we are achieving our Customer Service targets and to find out if there are further ways we can be of assistance or we can improve our service. We request phone numbers so that we can contact you to provide this aftercare service.

Our service will be independently monitored by Derek Halden Consultancy (DHC), who are working on behalf of the Scottish Government's Smarter Choices, Smarter Places initiative. We may pass on your contact details to them to conduct independent monitoring. DHC also operate in accordance with the Data Protection Act and the guidelines of the Market Research Society and will only keep contact information for purposes of monitoring this project.

If you make any comments about transport or other services in the local area that you think would be helpfully passed on to relevant third parties, we will send information to them. We will send this information anonymously unless you expressly ask us to provide your contact details.