

Why change?

We have discussed with customers how they would like to see our service improved and based on this we promised in our strategic review that we would introduce this new approach to the delivery of our services.

What's the difference?

In the past when customers wanted to write to us they had to make a decision based on income and location as to where they sent their enquiries. It could be any one of our four offices. Often this wasn't easy to work out, mail went to the wrong place and valuable time was lost. Charity Commission Direct introduces a single PO Box for all correspondence, we make the decisions for you and ensure you receive better and faster service.

Who is it for?

All of our customers – those who wish to set up new charities, need advice and guidance or approvals on existing charities. Or, those who may have concerns about our service.

Future

Head of Charity Commission Direct, Sandie Brown is committed to building and developing our service in line with customer requirements and would welcome any feedback. You can contact her at:

sandie.brown2@charitycommission.gsi.gov.uk

Addresses



Charity Commission Direct
PO Box 1227
LIVERPOOL
L69 3UG



0845 3000 218

0845 3000 219

minicom for hearing impaired callers

If you want to speak to us in a language other than English, our telephone interpreting service covers over 150 languages. Just tell us which language you wish to speak and within a minute or so an interpreter will be connected to your call.



Fax: 0151 703 1555



enquiries@charitycommission.gov.uk
website: www.charitycommission.gov.uk

Charity Commission Direct



Charity Commission Direct

What is it?

The Charity Commission is the registrar and regulator of charities in England and Wales.

Charity Commission Direct is the Charity Commission's new single point of contact for all enquiries and requests for services coming to the Commission. This covers any form of communication whether by email, fax, telephone or letter. It is also a centre for work distribution. We will forward your service requests quickly and accurately to the correct team who will then deal with them in line with our own response targets and your needs.

How does it work?

Charity Commission Direct acts as a reception centre for the Commission. As soon as enquiries and requests for services arrive they are checked for importance and urgency to ensure we meet customer expectations. This may mean specialist attention on day one or it may mean an immediate response on receipt.

We will also transfer your enquiries on to other organisations where we feel you can be better served by them and we will let you know. A major benefit of our new service is that by channelling work through a single point we can spot trends and use this to improve our services for you.

Customer Service - our commitment to you

Letters / Faxes



We will:

- Transfer enquiries to the correct organisation on day of receipt if it is not relevant to us
- Give general advice and guidance where requested straight away
- Check the urgency, deadlines and subject matter and steer the service request to the relevant section of the Commission
- Respond within our Service First standard of 15 working days

Emails / Web Enquiries



We will:

- Provide a new service for frequently asked questions which will make it easier for you to help yourself
- Transfer, check and allocate electronic enquiries in exactly the same way as for letters
- Introduce an enhanced service standard to respond within a maximum of 5 working days in the first instance, instead of the current 15 days

Telephone Calls



We will:

- Answer 90% of all calls within 30 seconds
- Give priority to Trustees and representatives of charities
- Resolve 90% of enquiries at first point of contact
- Provide access for hearing and speech impaired callers
- Provide a telephone interpreting service covering over 150 languages
- Support you when you work online to update your trustee details, complete your annual return or submit accounts electronically

Commitment



We will:

- Have dedicated, specially trained customer service operators on the frontline
- Work towards a standard of excellence based on your feedback for all our customer services