



Bangladeshi Community Association

বাংলাদেশী কমিউনিটি এসোসিয়েশন

CLIENT SERVICE CHARTER

This charter outlines our service commitment to you and how you can help us to provide you with a quality service.

The Bangladeshi Community Association is dedicated to the provision of a high level of service. We are a focal point for the community, a source of wide range of advice, information and services.

Our services include:

- access to a wide range of information resources, both in BCA and beyond its walls
- professional assistance in using BCA resources and services
- activities and programs for adults and children
- services for people with special needs, including people with disabilities, literacy needs, older people and multicultural communities
- personal computers, printers and photocopiers for your use.

In providing our services, we value:

- meeting the needs of our community
- the diversity and individuality of all people
- the professionalism of our staff
- effective communication, including your feedback on our services
- our approachability.



OFFICE OF THE
IMMIGRATION SERVICES
COMMISSIONER



Surma Building
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T: 01535 604359
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Charity No: 1088014



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You can expect:

- prompt, courteous service
- helpful well-trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- an information service which is responsive to your needs and provides access to resources beyond the BCA walls
- convenient hours of opening
- prompt responses to your enquiries, comments or complaints
- clear and accurate information regarding BCA policies etc
- respect for your privacy at all times.

Help us to help you by:

- treating other people in BCA with respect and courtesy, whether they be customers or BCA staff
- treating BCA facilities, equipment and property with due care
- understand your needs clearly
- providing us with feedback on how we may improve our services, or how we can help to resolve a specific service problem
- participating in the activities and services offered by the BCA in a spirit of good humour and co-operation
- informing yourself of BCA policies and rules and observing these at all times
- ensuring that children in your care are properly supervised while in the BCA
- complying with any directions or instructions given by staff.

Date reviewed: April 2025

Date of next review: April 2026



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