



Road Safety..... Information

Service Standards for the Road Safety Information Service

The Road Safety Information Service aims to offer the highest standards of service and support to users.

The services you can expect from us:

- We provide an information service on all aspects of road safety*.
- You may contact us by telephone, letter, fax, email, or in person (by appointment).
- We are open for telephone enquiries from 9am - 4.30pm, Monday – Friday.
- You may fax or email us outside normal opening hours and we will pick up your enquiry promptly.
- You may visit the Information Centre in Birmingham to carry out your own research. Please telephone us first to make an appointment. Access to the stock of the Information Centre is for Reference purposes only.
- Photocopies may be made, subject to copyright. Payment will be required.
- The Road Safety section of the RoSPA website, www.rospace.com, provides access to many factsheets, guidance, statistics, links and policies. Documents can be downloaded using Adobe Acrobat software, which is freely available.
- Factsheets and letters will be sent out using Second Class postage. We do not offer a fax response service.

Road Safety information staff will:

- Aim to answer your telephone call personally and promptly. If you reach our voicemail service, please leave a detailed message and a member of staff will contact you within two working days.
- Be polite and helpful at all times.
- Provide a prompt response to your enquiry. We aim to answer 80% of enquiries within three working days, taking into account the needs of other users and the nature/depth of your enquiry. For enquiries which will take longer, we will always acknowledge your enquiry and keep you informed of its progress, along with an estimated response time.
- Transfer enquiries to the appropriate member of staff within two working days and ensure that your enquiry is followed up promptly.
- Welcome feedback on all aspects of our service and respond to suggestions within five working days
- Respond to complaints within five working days. Please see our Complaints policy below for further details.

* We are unable to comment on specific accidents or cases where court proceedings may be taken. We are unable to offer specific comments on individual roads without commissioning a Highway Safety Engineer to view the site in question, a service which would be charged.

Complaints policy

We aim to get things right first time, but there may be occasions when you feel it is necessary to complain about an element of the road safety information service. We welcome your complaints and will do our best to investigate them promptly and resolve them to your satisfaction.

You may complain by phone, in writing, by fax and by email. We will respond to your complaint within five working days.

In the first instance, please contact Kevin Clinton, Road Safety Adviser or Lisa Lawson, Information Services Manager:

Tel: 0121 248 2125/2063
Fax: 0121 248 2001
Email: kclinton@rospa.com or llawson@rospa.com
Post: RoSPA
Edgbaston Park
353 Bristol Road
Birmingham
B5 7ST

Please help us to help you by:

- Treating all staff with courtesy and respect.
- Enclosing a Stamped Addressed Envelope (SAE) when contacting us for safety factsheets. As a charity, this enables us to channel our resources into accident prevention work.
- Using the RoSPA website where possible, to download information. Again, this saves on paper and postage.

July 2003 - LJJ

