

Customer Charter



**Clackmannanshire
Council**

www.clacks.gov.uk

Comhairle Siorrachd
Chlach Mhanann

What is the Customer Charter?

Clackmannanshire Council's Customer Charter sets out our commitment to delivering a high standard of customer service to local people and businesses. We aim to deliver a consistent service, no matter where and when you choose to contact the Council. This Charter outlines the standards we aim to provide and how you can contact us to give us feedback, particularly if anything goes wrong. It also explains how you can help us to serve you better.

We aim to deliver an excellent customer experience and the highest possible standards for everyone who contacts us. We believe that excellent service can best be achieved by:

- ✓ treating you with fairness and respect when you deal with the Council,
- ✓ developing trust through open, honest and simple communication,
- ✓ consulting customers on any major changes which may impact on them,
- ✓ listening to your views and taking action to improve, and
- ✓ making our services easy to access, efficient, effective and designed to meet your needs.

Our key commitments to you

When you contact us:

- ✓ We will provide a friendly and welcoming service.
- ✓ We will try to answer your enquiries the first time you contact us. If your enquiry cannot be dealt with at this time, we will put you in touch with someone who can help.
- ✓ We will deal promptly and efficiently with your phone calls, emails, letters and visits to our local offices.
- ✓ We provide 24 hour, 7 day access to our website (www.clacks.gov.uk) and provide services online where possible.
- ✓ We will provide you with clear information about our services, how to contact us and what level of service you can expect from us.
- ✓ We will give you details of which section of the Council is dealing with your enquiry so that you know who to get back to (if necessary), and how/when to contact them.
- ✓ No matter what your enquiry, our staff will deal with it impartially and with discretion.
- ✓ We will make sure our staff are fully trained so that they have the right skills and knowledge to meet your needs, as our customer.
- ✓ If you have reason to complain about any aspect of service, we will deal with your complaints in line with our complaint handing process.

Dealings with Councillors

Your first point of contact should be with Council services. However you may want to raise an issue with your local councillor, either through email, telephone or through a visit to one of the surgeries. (Details of dates/times are published at www.clacks.gov.uk) Through approving this Customer Charter, Clackmannanshire councillors have demonstrated their commitment to enforcing the agreed standards of customer service.

They will:

- ✓ Present a good image of Clackmannanshire.
- ✓ Make it simple for constituents to contact them on a regular basis.
- ✓ Respond to your phone calls, emails, letters and requests made in person promptly and efficiently.
- ✓ Aim to respond within 5 working days. If this is not possible, a Council officer will keep you informed of the progress of your enquiry and let you know when you can expect a response.

Our service standards

By telephone:

When you call one of our published helpline numbers, we will:

- ✓ Ensure your call is answered as quickly as possible during normal working hours (Customer Contact Centre is open 8.30am to 5.30pm, Monday to Friday).
- ✓ Aim to resolve your enquiries without having to pass you to someone else or you having to repeat yourself.
- ✓ Tell you the name of the person you are speaking to. If the call has to be transferred, we will pass on your name and details of your enquiry to avoid you repeating yourself.
- ✓ If the person you wish to speak to is not available, we will suggest a time when they can be contacted or arrange to have your call returned, normally within one working day.

In writing:

When you write to us, we will:

- ✓ Ensure that you receive a response within 10 working days.
- ✓ Inform you if for any reason a full reply will take longer, giving you timescales when you can expect a response.
- ✓ Tell you in our letters and emails who is dealing with your enquiry and provide contact details.
- ✓ Respond to you in clear plain English avoiding the use of jargon.
- ✓ Provide a reply in an alternative format if you require a reasonable adjustment, for example larger print.

In Person:

When we visit you at your home, we will:

- ✓ Confirm that the caller is an officer of the Council by showing you a clear identification card.
- ✓ Contact you by telephone if there is a delay in attending a pre-arranged appointment.

When you visit one of our main local offices (Community Access Points and Reception Points), we will:

- ✓ Deal with your initial enquiry as quickly as possible, normally within 5 minutes. Respect your privacy. We will arrange a private interview for you, if you require one.
- ✓ Make an appointment to see a member of staff when specialist advice and services are needed.
- ✓ Ensure the most commonly requested information is available at all main offices.

Your comments & complaints

We value your feedback and want to hear from you. If you have a complaint about any aspect of service, we want to know so that we can investigate the circumstances and provide you with a clear explanation of the Council's position. If something has gone wrong we will do our best to put it right and to help prevent a similar situation arising in future. We also respect your right to be unhappy with a decision which has been correctly made which cannot be changed, for example due to the Council's policy on the issue.

We will send a full response to all formal complaints within 5 working days, unless the issue is complex and needs to be investigated further. In these cases, we will let you know when you can expect a full reply. Full details of our complaints procedure can be found on our website www.clacks.gov.uk.

What can you do to help?

We want to provide first class customer service. You can help us by:

- ✓ giving us all the correct information needed to deal with your enquiry,
- ✓ arriving on time for appointments, or letting us know beforehand if you need to change an appointment,
- ✓ treating our staff with courtesy and respect,
- ✓ letting us know about any changes in your circumstances eg name or address
- ✓ telling us immediately if you are unhappy with any aspect of service and give us the opportunity to put it right, and
- ✓ tell us if you are pleased with the service you received so that we can encourage good practice across the Council.

Our Values



If you require further information, please contact: Customer Services
Clackmannanshire Council Kilncraigs, Greenside Street, FK10 1EB
Tel: 01259 450000 Email: customerservice@clacks.gov.uk