

# Customer Charter



## If you require further information, please contact:

Customer Services  
Clackmannanshire Council  
Lime Tree House, Castle Street, Alloa, FK10 1EX.  
Tel: 01259 450000  
Fax/Text phone: 01259 452500  
Email: enquiries@clacks.gov.uk

## This document gives information about our Customer Charter.

If you would like help in understanding this document in your language please take it to a Council Office and ask at reception. You can find the Council offices at:

<b>Greenfield House</b> Tullibody Road Alloa, FK10 2AD	<b>Limetree House</b> Castle Street Alloa, FK10 1EX
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یہ دستاویز کسٹمر چارٹر کے بارے میں معلومات فراہم کرتی ہے۔

اگر آپ اس دستاویز کو اپنی زبان میں سمجھنے میں مدد چاہتے ہیں تو براہ مہربانی اس کو کونسل کے دفتر لے جائیں اور اسٹیشن سے پوچھیں۔

کونسل کے دفاتر کے پتے نیچے درج ہیں:

گرین فیلڈ ہاؤس	لائم ٹری ہاؤس
ٹیل بڈی	کاسل اسٹریٹ
آلو	آلو
FK10 2AD	FK10 1EX

這個文件是給你有關消費者章程信息的。

如果你需要你的語言的翻譯版本來幫助你理解這個文件，請將這個帶去市政局辦公室向前臺詢問。你可以在以下地址找到市政局辦公室：

**Greenfield House, Limetree House,**  
Tullibody Road, Castle Street,  
Alloa. FK10 2AD Alloa. FK10 1EX

Ten document zawiera informacje na temat Statut Klienta. Jeśli chciałbyś pomocy w zrozumieniu tego dokumentu w swoim języku, zabierz go do biura Council Office i zapytaj w recepcji. Biuro to znajduje się przy ulicy:

**Greenfield House, Limetree House,**  
Tullibody Road, Castle Street,  
Alloa. FK10 2AD Alloa. FK10 1EX

## 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.

## E-mail:

When you e-mail us, we will:

- ▲ Acknowledge email enquiries within 24 hours (during normal working week).
- ▲ Respond to all communications within 10 working days.

## 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 10 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.clacksweb.org.uk](http://www.clacksweb.org.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,
- ▲ 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.

## What is the Customer Charter?



Clackmannanshire Council's Customer Charter sets out our commitment to delivering a high standard of customer service to local citizens 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.

Our vision is 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,
- ▲ listening to your views and taking action to improve, and
- ▲ making our services easy to access, efficient, effective and designed to meet your needs.

This Charter has been developed in consultation with customers and our staff. It will be reviewed regularly to ensure we are meeting (and hopefully exceeding) your expectations whenever you interact with the Council.

## 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, letters, e-mails and visits to our local offices. We aim to provide 24 hour, 7 day access to our website ([www.clacksweb.org.uk](http://www.clacksweb.org.uk)) to encourage more people to access information and service directly.
- ▲ 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 within an agreed timescale.



## Dealings with Councillors



Your first point of contact should always be with Council services. However you may want to raise an issue with your local councillor, either through e-mail, telephone or through a visit to one of the regular surgeries. (Details of dates/times are publicised at [www.clacksweb.org.uk](http://www.clacksweb.org.uk) and in the local press.)



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, letters, requests made in person and e-mail enquiries promptly and efficiently.
- ▲ Aim to ensure that a response is provided within 10 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 within 45 seconds 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 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.