



**PERTH &
KINROSS
COUNCIL**



Customer Service Standards

July 2010

Our ongoing aim is to deliver an excellent level of customer service across all Perth & Kinross Council services.

We will do this by ensuring that we focus on the needs of our customers when we are planning and delivering our services.

We will work towards equality of access to our services and provide information and opportunities for all customers to influence the way Council services are delivered.

We will apply the same standards of customer care to all our customers whether internal or external while recognising that all our customers have individual needs. The following standards indicate the minimum level of service which customers can expect when dealing with the Council.

In Writing



When dealing with written correspondence such as a letter, fax or email, we will:

- provide a full **response** to all enquiries within **15 working days** or the policy or statutory timescales for the provision of that service, if this should be sooner **or**
- **acknowledge**, where this is not possible, the enquiry within **5 working days** of receipt and inform the customer of the steps we are taking to provide a more detailed response, and the timescales involved.

All letters, fax or email responses will:

- be written in plain English or in a format or language that is suitable to the customer's needs, should we be aware of these;
- give the contact details of the individual or team who will be dealing with the enquiry;
- give the timescale for dealing with the correspondence when acknowledging an enquiry or request.

By Telephone



- We will ensure that a telephone call is answered quickly; we will aim to answer within 6 rings (about 15 seconds).
- We will give our name, and the service we work for.
- If we are required to transfer a telephone call, we will do this only once.
- We will be polite, at all times, and deal with the enquiry in a professional and friendly manner.
- If we need to return a telephone call we will agree with you the best time to do so.

In Person



If customers visit one of our offices.

We will:

- ensure that all Council buildings delivering customer services will have clear signposting for the services available;
- clearly display the opening times for our offices and advise customers in advance wherever possible and applicable that our offices are closed from 8.45 am to 11.00 am the first Thursday every month for staff training;
- make our offices accessible to everyone and if more suitable arrange for a house visit from an appropriate officer.

Service receptions and waiting times.

We will:

- aim to see customers within 5 minutes of their arrival time; if this is not possible we will provide an approximate waiting time;
- arrange, if more convenient, an appointment with an appropriate officer wherever possible;
- offer the customer private interview facilities where available and if this is requested;
- ensure our employees wear appropriate identification/name badges;
- ensure that our reception areas are kept clean and tidy;
- display up-to-date information in a prominent position in our reception areas. This will include details of:
 - our Customer Service standards;
 - how to provide feedback to us on our service delivery;

- how to access Council information in other languages and other formats;
- our performance against targets;
- our Complaints policy.

Ensuring access to our services and information:

- we will deal promptly with any request for information that is not readily available (such as leaflets, policies etc) and send them within 5 working days. Please note this does not refer to requests made under the Freedom of Information (Scotland) Act 2002;
- we will assist with the completion of any council form;
- where required to do so we will copy accurately and authenticate correctly all documentation provided to us in connection with an enquiry. We will issue a receipt to the customer for that information where required.



Other Communication



- Information on Council services will be made available in alternative formats such as Braille, large print, audio tape and other languages when requested within a reasonable timescale.
- We will provide a text phone facility for people who want to contact us by this method.
- We will arrange for signers or interpreters, as appropriate to be present at interviews with customers who may require these services.

Customer Satisfaction and Customer Comments



Customers' views and opinions are important in helping us improve our customer service. In addition to the complaints procedure the Council will encourage customers to provide feedback using a variety of methods:

- by telephoning the Customer Service Centre on 01738 475000;
- by visiting our website at www.pkc.gov.uk;
- by contact with any of our offices.



Complaints



The Council has a comprehensive complaints procedure. Complaints can be made in writing, by telephone, in person, or online.

Please see our complaints leaflet for more details.

Monitoring and Reporting

Monitoring will be carried out to establish whether we are achieving our service standards. We will:

- carry out regular checks to ensure standards are being met;
- conduct surveys with customers to see if they are satisfied with the service provided;
- encourage customers to provide us with feedback in relation to the service we provide;
- review our policy and standards on a regular basis to ensure we deliver an excellent customer service;
- report our performance and progress in meeting the customer service standards.

What can you do to help?

To help us to deliver good customer service to you and other customers, we invite you to:

- *tell us of any changes in personal circumstances that may affect the service provided to you;*
- *attend any appointment on time, or let us know, giving as much prior notice as possible, if you cannot do so;*
- *behave in a considerate and polite way to staff who are there to help.*

If you require further information please contact:

Customer Service Centre
Perth & Kinross Council
2 High Street
PERTH
PH1 5PH

Tel 01738 475000

Email customerservices@pkc.gov.uk

www.pkc.gov.uk

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting Customer Service Centre on 01738 475000.



Council Text Phone Number 01738 442573

All Council Services can offer a telephone translation facility