

# CUSTOMER SERVICE CHARTER



**We care about our customers and will endeavour to get things right first time. We have standards in place which will set the expectation of the level of service customers can expect to receive as we want to make your contact with us a positive experience. We will treat our customers with respect and expect to be treated the same way in return.**

## **If you contact us by phone we will:**

- Try to answer your call within 5 rings
- Give our name and the service we work in
- Support you with form filling/navigation of Midlothian Council's website (online applications etc)
- Help you with your enquiry there and then or direct you to someone that can or ask the relevant staff member to call you back



## **If you visit our offices we will:**

- Provide welcoming offices with clean and tidy reception areas
- Wear identity badges
- Have clear signs on buildings that provide customer service, including opening times
- Make our offices accessible for everyone
- Provide areas where private conversations can take place
- Help you fill in forms or use our self-service options



## **If you contact us by email/letter we will:**

- Try to respond to general correspondence within 10 working days or complaints within 5 working days
- Sometimes we will need longer to gather information. If this is the case we will contact you and keep you updated
- Use plain English in responses and avoid the use of jargon. If requested we will respond in your preferred language, large print or Braille



## **What we expect from you in return:**

- We expect that you will treat our staff with respect
- That you understand that our members of staff have the right to work in an environment where they are not subject to verbal abuse or threat of physical violence and that if this occurs it will be addressed

