



North Ayrshire Council Customer Charter

This charter sets out the standards of service you are entitled to expect from us.

Our Commitment to You

We aim to provide a service we can be proud of by providing high standards of service delivery, which will meet your needs.

This charter sets out the standards of service you are entitled to expect from us. We will:

- be polite, respectful and helpful;
- wear name badges where appropriate so you can recognise us;
- provide an efficient and effective service from the first point of contact, through to conclusion;
- observe privacy and confidentiality where appropriate;
- respond to your needs in order to access our services; and
- monitor, evaluate and publish our performance.

Monitoring.

We will monitor our performance in relation to our standards and will publish the results annually on our website and in our Council's newspaper, NOW.

Our Standards

Telephone calls

We will:

- Answer calls promptly and give you our name;
- Only transfer calls if it is necessary; and
- Transfer calls quickly and correctly. We will tell you who you are being transferred to, and tell the person taking the call who you are and why you are calling.

Written correspondence, fax and e-mail

We will:

- Provide a full written response within 10 working days. In cases where there is going to be a delay, we will send you an interim reply explaining the position and when you can expect a full response.

When calling in person

We will:

- Try to arrange meetings where possible that are convenient for you; and
- Provide, if required, facilities for meetings and ensure that our accommodation is accessible, clean and safe.

Complaints

If you are not satisfied with our service the quickest way to have the matter dealt with is to discuss it with the member of staff you are dealing with or submit a written complaint to the Head of Service or complete a Listening & Learning form. These are available at all Council buildings including libraries. The form can also be completed on-line by visiting the Contact Us section of the Council's web site at www.north-ayrshire.gov.uk .

We will:

- Let you know we have received your complaint either by making personal contact, telephoning or writing to you within 3 working days;
- Reply to your complaint in writing within 20 working days;
- Apologise to you, if appropriate, and take action to solve the problem; and
- Consider your complaint when we review our service.

What we expect from you

- We expect you to treat our staff with respect; and
- Keep appointments or let us know in good time if you will be unable to attend.

Listen and Communicate

In order to do this we will:

- Carry out customer satisfaction surveys;
- Listen and learn from any comments made;
- Publish information on our website and in the Council's own newspaper (NOW);
- Ask you to help us by using our reference number in all correspondence; and
- Offer to provide information in different languages, larger print, and braille or in other formats.

How to Contact Us

You can contact us at Council's Headquarters at Cunninghame House, Friars Croft, Irvine KA12 8EE, tel: 0845 603 0590 or via our website www.north-ayrshire.gov.uk

If you ask, we can give you a copy of this leaflet in other formats and in other languages.

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔