



# North Ayrshire Council Customer Charter

This charter sets out the standards of customer service you can expect from the Council.

## Our commitment to you

The Council aims to offer a service it can be proud of by providing high standards of service delivery which will meet the needs of everyone within the community.

When a member of the public contacts the Council to request a service or information, the Council will aim to:

- Be polite, respectful and helpful
- Ensure all staff members can be identified by wearing a name badge or providing their name
- Observe privacy and confidentiality where appropriate
- Handle enquiries at first point of contact, where possible
- Provide offices which are accessible, clean and safe
- Answer calls within 30 seconds
- Respond to emails received via the Council website, [contactus@north-ayrshire.gov.uk](mailto:contactus@north-ayrshire.gov.uk) within 5 working days. Where the Council is unable to meet this, you will be kept up to date with progress
- See you within 15 minutes of arriving at one of the Council offices
- Provide a response to postal requests within 10 working days. Where the Council is unable to meet this, you will be kept up to date with progress
- Provide accurate and up to date information on the public website and correct any inaccurate or out of date information within 2 working days of it being brought to the Councils attention
- Advise you of when you can expect to receive the service you have requested
- In line with Council policy, consult with customers on any major changes which may impact on them
- Monitor, evaluate and publish our performance against the above standards
- Provide feedback on areas of improvement and changes

## What we expect from you

- To treat our staff with respect
- Keep appointments or advise in good time if you are unable to attend
- Tell us about any change in circumstances, e.g. a change of address or name.

## **Equality & Diversity**

North Ayrshire Council is committed to providing equal access to services for all our customers regardless of race, disability, gender, sexual orientation, age, religion or belief, pregnancy or gender re-assignment.

Information can be provided in different languages, larger print and Braille or other formats if requested.

Loop systems are provided in Council offices for hard or hearing customers.

Translation services can be arranged in any public Council office on request.

## **Performance Standards**

Key Performance Indicators can be accessed through the Council's website or by requesting them directly from the service.

## **Partnership Working**

On occasion, the Council may work in partnership with another organisation. Where a service is provided through a third party on behalf of the Council, the service will be delivered to the above standards. Where this is not possible, standards will be in place which support the principles of the Council's Customer Charter.

## **How to Contact Us**

You can contact us at the Council's Headquarters at Cunninghame House, Friars Croft, Irvine, KA12 8EE, telephone 01294 310000 or via our website [www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk).

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

## **If you have a complaint about our services**

Please refer to our [complaint handling procedure](#).