

Customer Service Charter

YOU COME FIRST

We are committed to providing excellent customer service by putting our customers at the centre of everything we do. Our Charter sets out our commitment to you.



Working together we will:

- Be polite, helpful and professional in our responses. We ask that you treat us with the same respect.
- Resolve your queries the first time you contact us, or keep you informed of progress when more time is required
- Respond to complaints within 5 working days for simple issues and 20 days for complex matters
- Focus on achieving on-going improvement to our services.




By telephone, we will:

- Between 9am and 5pm we will answer your call within five rings or provide a voicemail service and call you back
- Tell you our name and what team we work in
- Tell you how to access our out of hours emergency services.



In person, we will:

- Make our offices accessible and easy to find
- Have up to date posters and leaflets on display
- Wear name badges and talk with you in private if you prefer
- Arrange appointments if you need to see someone else.



In writing, we will:

- Respond within 5 working days for simple enquiries, or for complex enquiries we will let you know if it will take us longer
- Use plain language and give you the contact details of the person dealing with your enquiry
- Make it easy to access online services and make information easy to find on our website and on-line channels.

Contact us at www.argyll-bute.gov.uk, call 01546 605522 or visit your nearest Customer Service Point.