

Our Customer Service Charter

We are committed to providing high quality services and delivering high standards of customer service

You have the right to be treated fairly and considerately when using any of our services whether in person, by phone, in writing or when using our website and these standards outline the level of service you should expect

If you contact us by phone, we will:



- Welcome you and give you the opportunity to enter the extension number that you require
- Aim to answer your call within six rings
- Give you our name and the team we work for
- Direct you to someone that can help if we can't or specify when we will get back to you
- Provide you with the relevant contact numbers on our website

If you visit our offices, we will:



- Aim to greet you within five minutes of your arrival
- Deal with your enquiry at the first point of contact wherever possible
- Ensure that our customers' accessibility needs are met
- Display our opening hours and emergency numbers when we are closed
- Offer you a private meeting room if required

If you contact us by email or letter, we will:



- Use plain English in our reply and, if requested, provide information in different languages and formats
- Aim to acknowledge your enquiry within five working days of receipt and respond as soon as possible but no later than twenty working days.
- Let you know if there is a delay
- Include relevant contact details on all our correspondence

What we expect from you in return:



- That you treat us with respect
- That you respect the privacy of other customers
- 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, appropriate action will be taken

Customer feedback – What do you think about our services?

We aim to provide quality services that meet the needs of our customers and maintain and improve our standards. To do this, we rely on feedback from all our customers to ensure that we are doing what we say we will do and to help us to make improvements to our services.

You can:

- Visit us online at <https://www.orkney.gov.uk/>
- Visit either of our customer services offices at Council Offices, Kirkwall or Warehouse Buildings, Stromness
- Email us at customerservice@orkney.gov.uk
- Telephone us on 01856 873535
- Complete one of our comments cards at our reception areas
- Take part in any of our customer service surveys
- Make a complaint about our services through our complaints procedure or make a compliment about a member of staff or service you received