



# Customer Care Standards

## Part of our commitment to the provision of excellent service.

### We aim to:

#### Provide the highest professional standards of service to customers and partners by

- treating everyone considerately, courteously and fairly.
- respecting confidentiality at all times.
- delivering services through the provision of professional, well qualified staff.
- focusing on delivering positive outcomes for the community, children and young people of North Livingston.

#### Keep customers and partners informed of wider developments and achievements by

- giving them accurate, up to date information about the services and how their performance meets their needs.
- regularly seeking their opinion on how we meet these standards and reporting results to them.

#### Respond to any enquiry by

- dealing with customers' and partners' enquiries within 3 working days, either giving a direct response or a clear indication of when to expect one.
- answering the telephone promptly.
- attending to service requests at the first point of contact.
- being polite, friendly and approachable at all times.

West Lothian Council delivers

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