



West Lothian
Council

Development Planning and Environment Customer Care Statement

We will:

- Observe high standards of personal conduct, including politeness, fairness and sensitivity, and demonstrate integrity, objectivity, competence and confidentiality in carrying out our work.
- Acknowledge all communications promptly.
- Answer all telephone calls promptly or direct all calls to an answering service.
- Respond promptly to all messages left.
- Offer as much information and immediate advice as possible.
- Advise customers of the name and contact details for the officer responsible for dealing with their enquiries.
- Keep customers informed of the progress of their enquiries.
- Make arrangements to provide a service that suits the needs of all of our customers.
- Make our Complaints Procedure readily available to all.
- Listen to the concerns and views of our customers and consult regularly to ensure that their needs are being met and to continually improve the service.
- Revise this statement on a regular basis in the light of feedback from our customers.

February 2007