

putting the customer first

Customer Care Charter Guide

ग्राहकसेवा अग्रगण्यता संकेतः

وضع المولائن في المرتبة الاولى

將顧客放在首位

کسٹمر کو اولیت دینا

ग्राहकसेवा संवादात्मक अतिरिक्त

دستور العناية بالمولائن

顧客服務保證

کسٹمر کنیز چارٹر (استعمال کنندگان

کی فلاح و بہبود کا منشور)



putting the
customer first

وجميع النوبات هي المرة الاولى

شروط بشر أني الأهداف التي نرغب تحقيقها، ثم حجة
لخدمات التي توقع الحصول عليها. فقلت: فمعرفة
الاحتياجات مطلب، و تحديد الحاجات مطلب في حد ذاته
حيث أننا بعد استجدة الخدمات التي نلزمها
مجلس المدينة للحصول على معلومات حول المرحمة.
يرسم الإتصال بخدمات المرحمة على طرف

08471 41.51 242 41.84 م. ق. والبرية

वर्तिमानः सङ्गवाता ५५५

[illegible]

請顧客親臨面洽

我們的服務保證列出當您使用本會服務時，我們期望所能達到的目標，製作的檔案以應付的時間，上線時怎麼用，如需費翻譯，這部分以厚譯汗及翻譯服務，電話：08-51-2421181，營業編號08471。

1. $\frac{1}{2} \times \frac{1}{2} = \frac{1}{4}$

08471



Background

This guide to our Customer Care Charter is part of our commitment to improve the way we serve you, our customers.

We aim to provide services of the highest quality to help make Edinburgh:

- a city of safer, thriving communities
- a city of learning and leisure
- a caring and cared for city.

Contact with our customers

Our charter outlines our aims for the level of service we will provide to our customers in your dealings with the Council. This includes:

- what you should expect when you contact us
- the standard of service you should expect
- letting our staff know what we expect of them
- encouraging you to make comments and complaints so that we can make our services better. We have a form called **Make Contact** to help you do this.

To meet these aims we will deal with you honestly, fairly and politely. We will try to give you the information you need and we will try to see things from your point of view. We will respect your right to confidentiality and will be trustworthy and reliable.

We will also take account of the needs of disabled people and people whose first language is not English.

We will always try to be efficient and effective, and will have an easy-to-use complaints procedure if things do go wrong.

You are the most important part of the service.

How to contact us

You can phone, write, e-mail, fax or visit our offices. There is a list of phone and fax numbers, addresses and e-mail addresses at the back of this guide.

- you can ring the main Council phone number 200 2000 if you don't know who to speak to
- you can contact the Customer Care Team during office hours on 200 2300 (Mon to Thurs 8.30am to 5pm, and Friday 8.30am to 3.40pm)



- you can contact us in an emergency 24 hours a day, 365 days of the year on the main Council phone number 200 2000. You can also contact our emergency social work service out with normal office hours in an emergency on 0800 731 6969.

The standards we are aiming to meet when we deal with you are as follows.

In our offices

We will:

- have user-friendly public offices, with clean and tidy reception areas
- provide up-to-date leaflets giving you information that is clear and easy to understand
- have clear signs and display our opening hours in all our offices
- clearly display how you can make a complaint
- clearly display the interpretation and translation leaflets
- have induction loops in all our public offices
- provide a private interview room if you need one.

On the phone

We will:

- answer the phone within five rings whenever possible
- give you our name when we answer your call to let you know who you are speaking to
- deal with your enquiry or complaint on the spot if we can
- tell you what we can do and when, or tell you why we can't help (if we can't help immediately, we will try to tell you who can)
- return your call within one working day where possible, if you call and the person you need to speak to is not in the office you can leave a message on their voicemail or with another member of staff.

Letters and e-mails

We will:

- answer your letters and e-mails within 10 working days of receiving them or keep you updated if an answer will take longer. Please note that different legal standards apply in social work and for Freedom of Information requests
- make our letters clear and easy to understand



- arrange for letters to be translated, interpreted over the phone or made available in large print or Braille if you ask us.

Face to face

We will:

- see you within five minutes if you have an appointment
- tell you how long you may have to wait and who will see you if you don't have an appointment
- offer to make you an appointment if you can't wait
- phone the Interpretation and Translation Services (ITS) immediately if you need their services
- wear identification badges
- offer you somewhere private to talk to us if appropriate
- help you to fill in the forms if you need help
- show you identification if we need to visit you in your own home.

Complaints

We will:

- make it easier for you to complain by making our complaints and comments form, called Make Contact, available at every public access point in Council buildings
- try to sort out your complaint on the spot if we can
- respond to your complaint within 10 working days or keep you updated with the reason for the delay (different legal standards apply for some services including those regulated by the Scottish Care Commission and Freedom of Information requests)

If you want to contact us

To make it easier for you to contact us, the main Council postal addresses, phone and fax numbers and departmental e-mail addresses (if available) are as follows.

City Development

Write to: City Development
 Waverley Court
 4 East Market Street
 Edinburgh
 EH8 8BG

- general enquiries: **529 3550**



- planning enquiries: **529 3550**
- private property repairs: **529 4902/4632**

Services for Communities

Write to: Services for Communities
 Waverley Court
 4 East Market Street
 Edinburgh
 EH8 8BG

Environmental Services

Rubbish collection, wheelie bins, special uplifts, street cleaning, recycling, pollution, noise, public toilets, health and safety, food hygiene, abandoned vehicles and the dog warden.

- general enquiries: **529 3030**
- Rapid Response (litter and dumping problems): **0808 100 33 66**
- e-mail: **env.con.svs@edinburgh.gov.uk**
- road repairs and lighting faults:
CLARENCE: **0800 23 23 23** (Freephone)
- e-mail: **clarence@edinburgh.gov.uk**

Consumer Advice and Protection

- debt advice: **225 1255**
- Trading Standards: **529 3030**
- e-mail:
trading.standards@edinburgh.gov.uk

Housing

- Repairs to Council houses call Repairs Direct: **200 2345**
- e-mail: **repairsdirect@edinburgh.gov.uk**

General enquiries, Housing Benefit and Council Tax enquiries.

- City centre: **529 7061**
- North: **529 5050**
- South: **529 5151**
- East: **529 3111**
- West: **529 7440**
- South West: **527 3800**

Finance

Write to: Finance Department
Revenues and Benefits
Chesser House
500 Gorgie Road
Edinburgh
EH11 3YJ

Council Tax and Housing Benefit enquiries for tenants of private landlords and home owners. Please contact your local area housing office if you are a Council tenant - see housing entry above for details.

- general enquiries: **200 2000**
- e-mail: **revenuesbenefits@edinburgh.gov.uk**



Children and Families (formerly Education)

Write to: Children and Families
Waverley Court
Level 1
4 East Market Street
Edinburgh
EH8 8BG

- general enquiries: **469 3000**
- advice and conciliation helpline: **469 3233**
- Community Learning and Development:
469 3250

Edinburgh Leisure

Write to: Edinburgh Leisure
54 Nicholson Street
Edinburgh
EH8 9DT

Edinburgh Leisure manages sport and leisure facilities on behalf of the Council.

- general enquiries: **650 1001**
- general fax: **651 2299**

Health and Social Care (formerly Social Work)

Write to: Social Care Direct
 Chesser House
 Level 1
 500 Gorgie Road
 Edinburgh
 EH11 3YJ

- general enquiries: **200 2324**
- client services and complaints office:
553 8395



Freedom of Information

The Freedom of Information Act came into force on 1 January 2005 and entitles any person that requests information held by a Scottish public authority to receive it (subject to certain conditions). If you wish to make a request you can:

Write to: Freedom of Information
Requests
Chesser House
500 Gorgie Road
Edinburgh
EH11 3YJ

- telephone: **200 2340**
- fax: **200 2341**
- e-mail: **foi@edinburgh.gov.uk**

Customer Care Unit

Write to: Customer Care Team
The City of Edinburgh Council
Chesser House
500 Gorgie Road
EH11 3YJ

- telephone: **200 2300** (Mon to Thurs 8.30am to 5pm, and Friday 8.30am to 3.40pm)
- e-mail: **customer.care@edinburgh.gov.uk**

The Scottish Care Commission

As a result of the Regulation of Care (Scotland) Act 2001 a number of services operated by the Health and Social Care, Children and Families, Housing and Culture and Sport departments are registered and inspected by the Care Commission.

Complaints about these services can also be made to the Care Commission:

Write to: Scottish Commission for the
 Regulation of Care
 Regional Office, Stuart House
 Eskmill
 Musselburgh
 EH21 7PB

- telephone: **653 4100**
- **www.carecommission.com**



The Scottish Public Services Ombudsman

The Scottish Public Services Ombudsman (SPSO) considers complaints about poor service, failure to provide a service and administrative failure. **The SPSO will only consider complaints if the issues concerned have exhausted the three stages of the Council's own complaints procedure.** Further information can be found at www.spsso.org.uk

Write to: The Scottish Public Services
 Ombudsman
 4 Melville Street
 Edinburgh
 EH3 7NS

- telephone: **0800 377 7330**
- fax: **0800 377 7331**
- text: **0790 049 4372**
- e-mail: **ask@spsso.org.uk**

You can get this document in Braille, on tape, in large print, various computer formats and in community languages if you ask us. Please contact Interpretation and translation Services on 242 8181 and quote reference number 08471.

لتحصول على معلومات حول ترجمة هذه الوثيقة اتصل
بخدمات الترجمة على الرقم 0131 242 8181
مستنداً إلى الدليل 08471

এই নথিটি অনুবাদ করার মাধ্যমে ইন্টারপ্রেটেশন এন্ড
ট্রান্সলেশন সার্ভিস-কে যোগাযোগ করুন 01405
উল্লেখ করে 0131 242 8181 নম্বরে কোন কথোপকথন পারেন।

欲得到本文件的翻譯資訊，請致電
愛丁堡城市議會傳譯及翻譯服務部
(ITS)及引用參考號碼 08471，
電話：0131 242 8181。

اسی دستاویز کے تراجم کے بارے میں معلومات سمیٹنے کے لیے
ایڈنبرا ٹرانسلیشن سروسز کو 0131 242 8181 پر فون کریں اور
ریفرنس نمبر 08471 کا حوالہ دیں۔

For additional copies please contact the Customer Care Team on 200 2300.