

# Customer Care Standards Inbhean Cùram Luchd-ceannachd

The purpose of these standards is to ensure our customers receive a consistent approach to customer care across the Comhairle.

Service managers have the responsibility for working towards our aspired Customer Care Standards within their own service areas.

Tha na h-inbhean seo ann gus dèanamh cinnteach gum faigh ar luchd-ceannachd seirbheis co-chòrdail air feadh na comhairle.

'S ann air manaidsèaran seirbheis a tha an dleastanas obrachadh gus Inbhean Cùram Luchd-ceannachd a choileanadh sna roinnean seirbheis aca fhèin.



## Face to Face/ An Làthair a Chèile

When you visit our offices you can expect our reception staff to:

Nuair a bhios sibh a tadhal air ar n-oifisean faodaidh sibh sùileachadh:

- Wear name badges and be welcoming, polite and helpful
- Gum bith cairtean-ainm air luchd-fàilteachaidh agus gum bith iad modhail agus cuideachail.
- Attend to query within ten minutes or provide an explanation for any delay
- Gun tig dèiligeadh ris a' cheist agaibh am broinn deich mionaidean no gheibh sibh mìneachadh mu dàil sam bith.
- Keep to pre-arranged appointment times and let you know in good time if appointments are running late or have to be rearranged.
- Gun tig cumail ri uairean coinneachaidh stèidhichte ro-làimh agus innse dhuibh ann an tìde ma tha coinneamhan fadalach no mu dh'fheumar an ath-ghairm
- Provide you with accurate up to date information
- Fiosrachadh as ùr a thoirt dhuibh

You can expect our customer access points to:

Faodaidh sibh sùileachadh gum bi aonadan fàilteachaidh na Comhairle:

- Be accessible, clean, tidy and welcoming with clearly displayed opening hours.
- Fosgailte, glan, sgiobalta agus a' cur fàilte oirbh le na h-uairean obrach gu math follaiseach.
- Provide consistent, up to date information on council services
- Fiosrachadh co-chòrdail, ùr a chumail air seirbheisean na comhairle
- Provide public access to the internet where practicable
- Cothrom don phoball air an eadar-lìon far a bheil sin comasach.

When we visit you at home you can expect that:

Nuair a bhios sinn a' tadhal oirbh aig an taigh, faodaidh sibh sùileachadh:

- Visiting staff will identify themselves to you with their comhairle photo identity badge.
- Gum bi luchd-obrach a tha tadhal oirbh gan comharrachadh fhèin dhuibh le cairt-dealbh na comhairle.
- We will inform you where an appointment is running late or has to be cancelled
- Gun innis sinn dhuibh nuair a bhios coinneamh fadalach no mu chaidh a cur dheth
- We will inform you of the actions resulting from the visit and timescales
- Gun innis sinn dhuibh mu na gnìomhan a tighinn bhon choinneamh agus clàr-ama.
- We will give you a clear explanation of the nature of a visit that is made without a prior appointment
- Gun toir sinn dhuibh mìneachadh soilleir mu adhbhar coinneamh sam bith a tha air a chumail gun a chur air dòigh ro-làimh

## Letter/Litir

- When writing to us you can expect a full reply to your letter within ten working days or a progress report with timescales
- Nuair a bhios sibh a' sgrìobhadh thugainn faodaidh sibh sùileachadh freagairt fhaighinn air ais am broinn deich latha obrach no fios air adhartas le clàr-ama
- To be provided with the name and contact details of the staff member responsible for dealing with your query
- Gheibh sibh ainm agus dòigh fios a chur gun neach-obrach aig a bheil an dleastanas airson dèiligeadh ri ur ceist.

## Telephone/Fòn

- We will answer your calls within ten rings
- Cha bhuail am fòn deich tursan mus freagair sinn sibh
- We will greet and give our name and service area
- Cuiridh sinn fàilte oirbh, innsidh sinn dhuibh cò sinn, agus de roinn anns a bheil sinn ag obair
- When we pass your enquiry to a specialist, we will pass on your personal details and the nature of your query so that you do not have to repeat it to another person.
- Nuair a chuireas sinn ur n-iarrtas gu eòlaiche, minichidh sinn ur fiosrachadh pearsanta agus brìgh ur n-iarrtas gus nach bith agaibh ri innse do neach eile.

## Complaints/Gearanan

If we fail you on any of the previous standards and you wish to make a complaint, you can expect:

Ma tha sibh airson gearan nach do choilìon sinn na h-inbhean air am mìneachadh os cionn, faodaidh sibh sùileachadh:

- Respect for your opinions and empathy for your views
- Gun tèid urram agus co-fhaireachdainn a thoirt do ur beachdan.
- An acknowledgement receipt within three working days
- Gum faigh sibh fios-freagairt an ceann trì làithean
- A full reply in ten working days, or details of progress and timescales for a further response.
- Gum faigh sibh freagairt slàn an taobh-staigh deich latha obrach, no fios air adhartas agus clàr-ama airson freagairt.



Comhairle nan Eilean Siar

Ag obair còmhla airson nan Eilean Siar  
Working together for the Western Isles