







CUSTOMER SERVICE CHARTER

Our commitment is to provide high quality customer care in a fair and respectful manner. We ask our customers to play their part in helping us to deliver effective services. This Customer Service Charter outlines the commitments needed from the council and its customers if we are jointly to achieve that aspiration.

	<p>We will provide a responsive service to requests and enquiries, seeking to minimise bureaucracy and telling customers our timescales based on the complexity of the service being provided.</p> <p>We need our customers to provide information and evidences requested.</p>
	<p>Mutual respect and fair treatment will be the basis of council and customer engagement. Council employees will be polite, helpful, honest and professional when supporting customers.</p> <p>We ask that customers treat all council employees in the same way. We are one community.</p>
	<p>We commit to giving customers a wide and inclusive range of ways to contact and engage with us for their convenience and preference, including person to person and with 24/7 digital assistance.</p> <p>We ask our customers to use self-service where possible.</p>
	<p>We will deliver information and services in an open and transparent way, providing clear and accessible information about what we can deliver and proactively telling customers when there may be issues or changes.</p> <p>We ask customers to inform themselves wherever possible using these continually updated information resources.</p>
	<p>Safeguarding customers' privacy and keeping their personal data secure is a key priority for us and fundamental to building mutual trust.</p> <p>We will support customers when they wish to use their information and data protection rights.</p>
	<p>We will continually strive to improve our service based on feedback from customers, analysis of data and comparisons with other councils.</p> <p>We ask that customers participate with us and give us their feedback and insights in a positive and helpful way and we will inform them of the difference this has made.</p>

Contact us at www.argyll-bute.gov.uk, call 01546 605522 or visit your nearest Customer Service Point.