

Falkirk Neighbourhood Office/One Stop Shop

Customer Care & Service
Standards



Falkirk Council
Housing & Social Work Services

Our Aims

- Our aim is to provide high quality housing and estate management services to you
- We actively seek to promote social inclusion in all our activities and to work in partnership with you and other service providers to achieve safe and sustainable communities
- We welcome the diversity within our customer base and acknowledge the wide variety of needs and aspirations of all our client groups

Our Customers are:

- Falkirk Council tenants, their families and representatives
- People seeking social rented housing in the Falkirk and the surrounding area
- Residents of mixed-tenure estates

Service Standards

We will produce all written material in plain English

We will continually train all the Falkirk Neighbourhood Office/One Stop Shop staff on our Customer Care Standards to enable them to communicate clearly and effectively

We will contact other agencies on your behalf, where Housing Services are also providing a service

We will ensure that information about you is treated confidentially

We will bring our service to your home and neighbourhood

We can provide translating and interpreting services if English is not your first language

We will ensure that Council staff and our contractors carry identification when visiting you

Customer Care Code Of Practice

You will be treated politely, helpfully and with respect

You will have your enquiries dealt with immediately if possible – if this is not possible, an answer will be given within an agreed timescale

You will receive a reply to correspondence within 7 working days, and if we cannot reply fully within that time, we will tell you why

Your telephone calls will be answered promptly within 10 rings and politely with the staff member giving their name. We will aim to deal with your enquiry immediately. If this is not possible, then we will tell you the name of the member of staff dealing with your enquiry and when you can expect to receive a return telephone call

You will receive a response to telephone calls within 24 hours

You will be able to get easy access to information – including our policies and procedures

You will be able to obtain any housing service forms or leaflets from the Falkirk Neighbourhood Office/One Stop Shop. If they are not immediately available they will be sent within 10 working days

You can access your personal information under the Data Protection Act 1998

You can access any other information about our Service on request, or through the Freedom of Information (Scotland) Act 2002

You can formally complain about the housing service using our complaints procedure

You will receive an apology if the Falkirk Neighbourhood Office/One Stop Shop staff make a mistake

We Expect You:

- To let us know if you cannot keep an appointment
- To give us access to your property to discuss matters with you, inspect the property, or carry out repairs, servicing or safety checks
- Not to abuse, threaten or harass our staff or contractors and to prevent members of your household or visitors from doing so
- To let us know when there are any changes to your household, for example when someone leaves, someone moves in or you have a child

How to comment on our service

We aim to provide high quality services for you. To help us do this we need to know what you think about the service you received. Tell us what you think we got right, as well as what we did not get right – this helps us to improve our services for you in the future.

You can pass on any enquiries, suggestions, comments or compliments to either:

- a member of staff from your local Neighbourhood Office/One Stop Shop, or from the Accommodation Resource Centre (ARC), the Private Sector Team, the Conflict Resolution Team or the Strategic Support Unit – depending on the service you have used
- the manager of any of the above teams

Of course we hope that you are happy with the service you received from the Falkirk Neighbourhood Office/One Stop Shop, but if not then you have the right to complain.

How to make a complaint

Please speak to the member of staff providing the service in the first instance as most problems can be dealt with quickly by them.

If you are still not happy with the response you get you have the right to ask for your complaint to be investigated by the Manager of the team providing the service e.g. Neighbourhood Office, Accommodation Resource Centre (ARC), Private Sector Team, Conflict Resolution Team or the Strategic Support Unit.

We can help you to put your complaint in writing if you wish.

If you remain dissatisfied with the response you should write to the Director of Housing and Social Work Services at the address below:

Director of Housing and Social Work Services
Brockville
Hope Street
Falkirk
FK1 5RW

Or by E-mail to: complaintsofficer.hsw@falkirk.gov.uk

The final stage of the Council's complaints procedure is to make your complaint known to the Chief Executive who will review the matter and respond to you.

For further details on our complaints procedure, please refer to our complaints leaflet which is available from all Neighbourhood Offices/One Stop Shops or visit www.falkirk.gov.uk

Monitoring and Reporting

So that we can improve our services and learn from things that we haven't got right in the past, we will monitor our performance to ensure that we are achieving our service standards.

We will do this by:

- Carrying out regular checks to ensure standards are being met
- Carrying out service satisfaction surveys
- Encouraging customer feedback
- Reviewing our policy and standards on a regular basis to ensure we deliver an excellent customer service
- Reporting our performance and progress in meeting the customer service standards

Neighbourhood Offices/One Stop Shops

Bo'ness

24 East Pier Street,
Bo'ness EH51 9AB
T: 01506 778899
F: 01506 778900
E: housing.boness@falkirk.gov.uk

Callendar Square

Callendar Square,
Falkirk FK1 1ZF
T: 01324 506868
F: 01324 506860
Minicom 01324 506920

Camelon

256 Main Street,
Camelon FK1 4DY
T: 01324 503640
F: 01324 503641
E: housing.camelon@falkirk.gov.uk

Dawson Centre

David's Loan,
Bainsford FK2 7RG
T: 01324 501450
F: 01324 501451
E: housing.dawson@falkirk.gov.uk

Denny

Carronbank House, Carronbank
Crescent,
Denny FK6 6GA
T: 01324 504050
F: 01324 504051
E: housing.denny@falkirk.gov.uk

Grangemouth

5 York Lane,
Grangemouth FK3 8BD
T: 01324 504550
F: 01324 504551
E: housing.grangemouth@falkirk.gov.uk

Stenhousemuir

398 Main Street,
Stenhousemuir FK5 3JR
T: 01324 503340
F: 01324 503341
E: housing.stenhousemuir@falkirk.gov.uk

**If you would like this information in another language,
Braille, large print or audio please contact one of our
Neighbourhood Offices or One Stop Shops**

إذا كنت تحتاج لهذه المعلومات بلغة أخرى، بحروف كبيرة، أو خطوط كامبيتر، نرجوا منك الاتصال بمركز الإسكان أو واحد من بيور هود أوفيسز / أوفيسز مكتوب صوتي. هناك قائمة بالكلام الهاتف و العنوين متوفرة في نهاية هذا الكتيب.

اگر آپ کو یہ معلومات کسی دوسری زبان، بڑے حروف یا آڈیو میں ضرورت ہے تو اسے صرف کہ ہمیں بل یا آڈیو میں دیکھ کر پتہ چلے گا کہ وہ کون سا علاقہ ہے اور کون سا دفتر اس کا مرکز ہے۔
اسی صورت میں اگر آپ ان اطلاع نامے سے مدد چاہتے ہیں، ملاحظہ کرنے کے لیے پتہ پتہ اور ٹیلی فون نمبر اس کتابچے کے اختتام پر درج ہیں۔

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿੱਚ ਲੈਣ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸ਼ੁੱਧ ਕਰਕੇ ਐਕਸੇਲੇਸ਼ਨ
ਲੀਜ਼ਰਸ ਸੈਂਟਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

如果你希望獲得此份表格的其他語言譯本，凸字印刷，大號字體或錄音帶，可與 Accommodation Resource Centre 或 Neighbourhood Offices/ One Stop Shops 聯絡。在這本小冊子的末頁有一份聯絡地址和電話號碼。

Jeiugu jus norėtumėte gauti šią informaciją kita kalba, Brailio šriftu, stambiu šriftu ar įgarsintą, prašome susisiekti su vienu iš mūsų Apylinkių ofisų/Filialų.

Jeżeli chciałbyś/chciałabyś uzyskać owe informacje w języku innym aniżeli język angielski, w języku Braille'a, w DUŻYM FORMACIE lub zapisane na kasetach audio skontaktuj się z jedną z Naszych placówek.



Falkirk Council
Housing & Social Work Services

H014

July 2007