

**Community Advice Service: Customer Care Policy**

We will provide a high quality service no matter when or where you chose to make contact with us.  Staff will treat you politely, helpfully and with respect.

We are committed to ensuring equality of access to advice services for all members of the community, without unfair discrimination, and complies with the Council’s Corporate Equal Opportunities Policy and Race Equality Scheme.  All employees have received training on delivering fair services.

Any abuse by you will not be tolerated and your case will be closed.

If any appointments are missed  by you, we will contact you by email / SMS / Letter

**Service Standards:**

* Answer calls promptly and efficiently.  All calls must be answered following Falkirk Council’s “customer contact standards”.  We will respond to your requests and queries promptly in a friendly and professional way.
* Resolve your enquiry fully by arranging either a home visit or an appointment in the nearest Falkirk Council building.
* Arrange appointments within 20 working days after initial enquiry by telephone depending on how serious the case matter and availability.
* Send an email / SMS / letter with confirmation of appointment on the next working day.

**We will:**

* Train all staff to ensure they are knowledgeable and kept up to date with legislation and any new relevant information in regards to giving advice.
* Give you advice and information about other services or agencies that may be able to help you.
* Make sure any personal information about you / your family is kept confidential.
* Use your feedback to review and improve our service.
* Make sure we meet your individual needs.

**We will ask you:**

* Treat our staff with courtesy at all times i.e. do not abuse, threaten or harass them.
* Give us the necessary information we require.
* Arrive on time for appointments, or let us know if you need to change an appointment.

**If you would like to make a complaint with the way your case has been handled, the contact details are listed below:**

**Telephone number:            01324 506070**

**Fax number:                         01324 590201**

**Email address:** [**contact.centre@falkirk.gov.uk**](mailto:contact.centre@falkirk.gov.uk)

**In person at your local Advice & Support Hub**

**In writing to: Community Advice Service, The Foundry Central Boulevard Central Park Larbert Falkirk FK5 4RU**