



## **Service Standards for Revenues & Benefits**

### **Customer Care Standards**

We will:

- Deal with your enquiry fairly and sensitively
- Deal with your enquiry promptly and accurately
- Communicate with you clearly and make sure our documents are easily understood
- Ask you regularly if our services are meeting your needs and strive for continuous improvement
- Make sure you can access the services we deliver

### **Core Service Standards**

We will:

- Provide a complete revenues and benefits service to West Lothian.
- Work in partnership with customers to achieve a service that satisfies their objectives and fulfils value for money.
- Measure and monitor our performance against other revenues and benefits services.
- Monitor and review our performance against our standards openly and publish the outcome.

## **Customer feedback and complaints**

As part of our commitment to good customer service we have carried out surveys and we also monitor the complaints and comments that we receive.

### **Customer feedback**

We received a range of feedback within the customer survey responses. The key issue that was raised was the timescales for responses.

As a result we have introduced service standards for the whole unit. Some are general and within each team there are set timescales for dealing with enquiries. We hope this will make it clearer to customers on what they can expect from us.

When consulting we ask customers to tell us their views on the service that we provide:

**2005 83% rated our customer service as good/excellent**  
**2006 84% were satisfied with the level of service received**  
**2007 92% rated our service as good/excellent**

If you would like to provide views on our service then please contact us.

### **Complaints**

During 2007/08 we have received 41 complaints. Of these we resolved 65% within the Council timescale. This compares to:

2006/07        31 complaints 68% resolved within timescale  
2005/06        43 complaints 65% resolved within timescale

As always we make every effort to resolve complaints within this timescale however if those enquiries are more complex they can take longer to resolve.

If you ever wish to make a comment then we would ask you to use the [Council's procedure](#).