

Council Information Service Service Standards



We will:

1. Deal with your enquiry in a timely manner
2. Ensure you are provided with accurate and comprehensive information and advice
3. Ensure our staff deal with you fairly
4. Ensure we keep you informed of the status of your enquiry
5. Resolve 75% of enquiries at first point of contact
6. Consult our customers on a regular basis to identify customer satisfaction and areas for improvement
7. Deliver an excellent level of customer service

2010

West Lothian Council delivers

