

# Customer Care Standards Inbhean Cùram Luchd-ceannachd

Clear standards are fundamental to the consistent and successful delivery of good customer service. Set out below are the minimum standards that should be applied across the Comhairle. Service Managers have responsibility for ensuring these standards are met within their service.

Tha inbhean soilleir deatamach airson a bhith libhrigeadh seirbheisean luchd-ceannachd soirbheachail gu cumbhalach. Chithear gu h-ìosal na h-inbhean bunaiteach a bu chòir a bhith gan cur an gnìomh tarsainn na Comhairle air fad. 'S ann air manaidsèaran seirbheis a tha an dleastanas airson a bhith dèanamh cinnteach gun tèid na h-inbhean seo an coileanadh anns an t-seirbheis aca.

## Letters and E-mails

### Litrichean agus Puist Dealain

When writing to us you can expect a full reply to your letter or email within ten working days or a progress report with timescales.

Nuair a bhios sibh a' sgrìobhadh thugainn faodaidh sibh sùileachadh freagairt fhaighinn air ais am broinn deich latha obrach no fios air adhartas le clàr-ama

The name and direct contact details of the staff member responsible for dealing with your query will be included in correspondence.

Bidh ainm agus fiosrachadh an neach-obrach a fhreagairt anns an litir

Members of the public who correspond in Gaelic will receive a reply in Gaelic.

Ma chuireas cuideigin litir no post-dealain thugainn sa Ghàidhlig, gheibh iad freagairt anns a' Ghàidhlig.

## Face to face

### An Làthair a Chèile

When you visit our offices you can expect our reception staff to:

Nuair a bhios sibh a tadhal air ar n-oifisean faodaidh sibh sùileachadh:

Wear name badges and be welcoming, polite and helpful.

Gum bith cairtean-ainm air luchd-fàilteachaidh agus gum bith iad modhail agus cuideachail.

Attend to your query within ten minutes or provide an explanation for any delay.

Gun tig dèiligeadh ris a' cheist agaibh am broinn deich mionaidean no gheibh sibh mìneachadh mu dàil sam bith.

Keep to pre-arranged appointment times and let you know in good time if appointments are running late or have to be rearranged.

Gun tig cumail ri uairean coinneachaidh stèidhichte ro-làimh agus innse dhuibh ann an tìde ma tha coinneamhan fadalach no mu dh'fheumar an ath-ghairm

Provide you with accurate up to date information

Fiosrachadh as ùr a thoirt dhuibh

## When we visit you at home you can expect that:

### Nuair a bhios sinn a' tadhal oirbh aig an taigh, faodaidh sibh sùileachadh:

Visiting staff will identify themselves to you with their Comhairle photo identity badge.

Gum bi luchd-obrach a tha tadhal oirbh gan comharrachadh fhèin dhuibh le cairt-dealbh na comhairle.

We will inform you where an appointment is running late or has to be cancelled.

Gun innis sinn dhuibh nuair a bhios coinneamh fadalach no mu chaidh a cur dheth

We will inform you of the actions resulting from the visit and timescales.

Gun innis sinn dhuibh mu na gnìomhan a tighinn bhon choinneamh agus clàr-ama.

We will give you a clear explanation of the nature of a visit that is made without a prior appointment.

Gun toir sinn dhuibh mìneachadh soilleir mu adhbhar coinneamh sam bith a tha air a chumail gun achur air dòigh ro-làimh

## Telephone

### Fòn

We will answer your calls within ten rings.

Cha bhuail am fòn deich tursan mus freagair sinn sibh

We will greet and give our name and service area.

Cuiridh sinn fàilte oirbh, innsidh sinn dhuibh cò sinn, agus de roinn anns a bheil sinn ag obair

We will converse through Gaelic or English in accordance with the customer request. A translation service will be made available as required for other languages.

Bruidhnidh sinn ann an Gàidhlig no Beurla a-rèir dè bhios an neach-ceannachd ag iarraidh. Bidh seirbheis eadar-theangachaidh ri fhaighinn airson cànanan eile, a-rèir iartais.

When we pass your enquiry to a specialist, we will pass on your personal details and the nature of your query so that you do not have to repeat it to another person.

Nuair a chuireas sinn ur n-iarrtas gu eòlaiche, minichidh sinn ur fiosrachadh pearsanta agus brìgh ur n-iarrtas gus nach bith agaibh ri innse do neach eile.



## Complaints

### Gearanan

If we fail you on any of the previous standards and you wish to make a complaint, you can expect:

Ma tha sibh airson gearan nach do choillion sinn na h-inbhean air am mineachadh os cionn, faodaidh sibh sùileachadh:

Respect for your opinions and empathy for your views.

Gun tèid urram agus co-fhaireachdainn a thoirt do ur beachdan.

An acknowledgement receipt within 3 working days.

Gum faigh sibh fios-freagairt an ceann trì làithean

A full reply in 20 working days, or details of progress and timescales for a further response.

Gum faigh sibh freagairt slàn an taobh-staigh fichead latha obrach, no fios air adhartas agus clàr-ama airson freagairt.

## You can help us by:

### Faodaidh sibh ur cuideachadh le bhith:

Letting us know if you have any needs that may affect how we provide your service.

Ag innse dhuinn mu fheumalachdan sam bith a dh'fhaodadh buaidh a thoirt air an t-seirbheis a tha sinn a' toirt dhuibh.

Being patient and polite when you talk to us.

Foighidneach agus modhail nuair a tha sibh a' bruidhinn ruinn.

Contacting us early if you need to rearrange an appointment.

A' cur fios thugainn tràth ma dh'fheumas sibh coinneamh atharrachadh.

Telling us what you think about our service and how we are performing.

Ag innse dhuinn dè tha sibh a' smaoineachadh mu dheidhinn ar seirbheis agus ar dèanadais.

