

Customer Charter 2023

Contacting Us

You have a right to the following:

- See your personal information held by the Council
- Access translation services or obtain documents in alternative formats
- Discuss your enquiry in private
- Request an interview with a member of staff
- Where consent has been provided have someone deal with the Council on your behalf

When we visit you we will:

- Arrange an appointment in advance, if appropriate
- Show you personal identification
- Give you as much notice as possible if the appointment is cancelled or altered

In person we will:

- Provide accessible Information Hubs for public enquiries
- Aim to give you the advice and information that you need straight away
- Help you to complete forms
- Provide free access to a telephone or PC at Information Hubs when you need additional support or advice.
- Provide an accessible Reception for attending meetings.
- Attend to you promptly at all facilities.

If you have an appointment, do our best to ensure that you are seen at the agreed time and are kept informed if there is any delay.

When you contact us online we will:

- Ensure the Moray Council website is available 99% of the time except for scheduled maintenance
- Provide routine service information in a user friendly format
- Provide services online where possible

When you telephone us we will:

- Answer your call promptly and courteously
- Tell you who you are speaking to
- Try to resolve your enquiry
- If we are unable to give you an answer straight away, explain how your enquiry will be handled

When you write to us we will:

- Aim to respond to your enquiry in full within 10 working days
- If we cannot respond fully within that time, we will acknowledge your enquiry and advise when you will receive a full response

What we expect in return:

To deliver high quality customer services, we need your help.

Here are some things you can do to make it easier for us to do our job:

- Use our online services where you can
- Give us all of the information we need to help you
- Let us know if you require additional assistance or support
- Attend appointments on time.
- Inform us if you will be late or can't attend
- Ask us to explain anything you are unsure of
- Treat our staff with respect
- Tell us how we can improve our services

Our Pledge to You

We will:

- Provide high quality customer service regardless of the way you choose to contact us
- Offer you choices in how you contact us to get information, request services or tell us what you think
- Provide a responsive service where issues are resolved at the first point of contact wherever possible
- Be polite, helpful, sensitive and discreet in all our dealings with you
- Treat you fairly and equally, communicating in plain language
- Keep your information safe
- Respond to routine enquiries promptly or tell you why it will take longer. Urgent enquiries will be responded to as a priority
- Use data, customer views including complaints to help improve and shape future service delivery. Check regularly that the terms of our Charter are being delivered to you. Where we have fallen short, we will investigate and look to address.

Service Charters

The Council's [Customer Charter](#) sets out the minimum standards which all our services promise to meet.

In some areas, higher standards may either be prescribed nationally or be set out as part of a wider service pledge.

In the case of Council Housing Services, the [Social Housing Charter](#) sets out the national standards which apply.

In the case of telephone calls routed through the Council's Customer Contact Centre, we aim to answer most calls within 20 seconds.

In the case of Building Standards, the Building Standards Customer Charter applies.

Finally, for planning control and enforcement, the [Development Management Charter](#) sets out the relevant service standards

Other Useful Links

- [Customer Complaints](#)
- [Service Performance Results](#)