

## Our commitment and values

At Inverclyde Council's customer services we are committed to putting our customers at the heart of everything we do.

We will do this by providing a consistent, modern and helpful service to our customers. You should expect the same level of service wherever and whenever you contact us.

### You can expect us to:

- Provide an easily accessible, pleasant, clean and welcoming reception area;
- Ensure our staff are uniformed and wear a name badge;
- Be welcoming and helpful and listen to what you have to say;
- Respect your right to confidentiality;
- Give you a choice of the ways you can contact us;
- Aim to deal with the majority of enquires at the first point of contact and where this is not possible, direct you to the appropriate person or team;
- Learn from your comments, complaints and compliments;
- Keep waiting times to a minimum;
- Treat you as an individual;
- Continually strive to modernise and improve our services to you, and
- Work with other organisations in the community to provide a joined up service.

### We expect you to:

- Not use inappropriate language or behaviour when you contact us;
- Provide us with all of the information we need to help us to help you;
- Let us know in advance of any meeting if you have any special needs;
- Treat us politely and with respect;
- Be on time for appointments and cancel if you are unable to attend, and
- Be patient if waiting times are longer than expected.