

Customer Service Charter

We are committed to providing you with good quality service.

We will do this by being:

HELPFUL

We will be polite, treat you fairly and try our best to get things right first time

HONEST

We will be upfront with you about what we can and can't do and let you know if things change

STRAIGHTFORWARD

We will make it easy to access our services and follow our processes

TIMELY

We will respond to questions, requests for information and complaints within our published timescales

TRUSTWORTHY

We will be professional and share information about you only if you say we can, or if we are allowed to by law.

We ask all our customers to:

- Treat council staff politely and with respect
- Keep scheduled appointments or tell us if you can't make it
- Let us know about any change in your circumstances
- Give us your feedback on our services – your views are important to us!



Council publications can be supplied in Braille, large print, audiotape or in your own language. Please call Customer Services if you require assistance on 01620 827199.

Contacting us

Telephone: **01620 827827**

Email: **customerservices@eastlothian.gov.uk**

Or write to: **John Muir House (Council HQ)**

Brewery Park, Haddington

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