



Fife Council Customer Charter

Fife Council takes great pride in working hard to put you first by:

Making it easier to access our services

- providing clear information on the services we provide.
- providing a range of ways you can contact us.
- providing information and access to more services round-the-clock - all week and all year.
- providing accessible, safe and pleasant offices for you to visit

Giving you a more personal service

- providing a range of services that can help you with what's happening in your life.
- identifying ourselves when we talk to you or visit your home.
- listening carefully to what you say to us.
- being friendly, polite and efficient.
- providing an interpreter, signer, translation or alternative format whenever it's required
- welcoming your feedback and always responding if you ask us to.

Aiming to get it right - first time

- providing accurate and consistent information.
- completing straightforward enquiries the first time you contact us or explaining clearly any follow-up action.
- telling you when you can expect to hear from us again if that's necessary.

Delivering an efficient service

- making decisions as quickly as possible once we have all the information we need.
- providing different ways for you to contact us out-of-hours.
- avoiding unnecessary delays but if this happens explaining the reasons why and providing new timescales if we can.
- putting things right if we get them wrong.
- keeping you informed.

You can help us by:

- having the relevant documents and information to hand when you contact us.
- keeping your appointments or contacting us early to re-arrange a better time. Someone else could benefit from that lost appointment.
- working with us - when you contact the Council you're contacting an individual who's human too! Please be patient and polite when you talk to us - it will be appreciated.