Customer Charter:

Our responsibilities to our customers

The Council is committed to ensuring that our customers are at the heart of everything we do. We have developed a Customer Charter as a result of the public consultation feedback, SKDC Service Area and Member workshops. This sets our promise to how we will deliver high quality services for our customers and the service standards we will provide which enable us to meet their expectations.

Our responsibilities are to:

Provide clear and measurable service standards with actions which focus on feedback and query resolution Ensure customers have access to multiple service channels to support their needs and type of enquiry

Develop an Operational handbook to ensure consistency and professionalism in how the Council engages with our customers. The handbook will serve as a practical guide for employees, detailing standards, procedures and expectations relating to customer service within the Council.

Ensure our services are accessible and inclusive for everyone regardless of ability, background, or circumstance - can easily access, understand, and benefit from our services

Review the provision of technology to improve services – such as customer contact, keeping customers up to date with progress of enquiries, website information

Ensure our staff receive regular training to enable them to respond to enquiries with Ensure the customer is advised when their enquiry is passed on to another member of the team or service area for resolution