

# Derry Cittie & Strabane Destrack Coouncil

## Customer Service Chairter

### Data Protection an' Freedom o' Wittens

Gif ye ax fer access tae yer personal wittens, as defined bae the Data Bieldin Ect 19&98, we wul mak' a repone wi'in 40 calendar days.

Gif ye ax fer wittens unner the Freedom o' Wittens Ect 2000, we wul mak' a repone wi'in 20 waarkin days, gif an exception dusnae apply. Gif hit applies ye wul bae toul about hit.

### Coouncil Contractors

Ivry new contract fer services wi' ither organisations wul hae a customer bieldin clause maakin hit needfu' fer the organisation tae comply wi' the Cppncil's service stannarts.

### Quhan reviewin' ir altherin the facilities an' services at we gie

We wul;

- Gie wittens tae the local community
- Consult wi' existin' an' possible futtur service users an' onie ither intherested stakehaulers;
- Cairry oot Impect Assessments gif needful; an'
- Leuk tae gie customer centred solutions at ir velue fer prugh.

### Quhat we ax fer fae ye

We wul ettle aa o' the tim' tae meet the stannarts set oot abeen. In return we ax ye tae:

- Respect oor staff;
- Bae guid mannered an' civil tae ither customers; an'
- Gie iz mair wittens gif we ax ye fer thaim.



Thae wittens can bae gat in a wheen o' differ formats amang thaim Baag Prent, Braille, PDF, audio formats (CD, MP3, DAISY) an' ither minority leids gif axed fer.

Fer wittens about ither formats get oantae

**Tellyphone:** 028 7125 3253  
**Text- phone :** 028 7137 6646 ir  
**e-poast:** [equality@derrystrabane.com](mailto:equality@derrystrabane.com)

[www.derrystrabane.com](http://www.derrystrabane.com)



Derry City & Strabane  
District Council  
Comhairle  
Chathair Dhoire &  
Cheantar an tSraitha Bain  
Derry Cittie & Strabane  
Destrack Coouncil

Derry Cittie & Strabane Destrack Coouncil

# Customer Service Chairter



[www.derrystrabane.com](http://www.derrystrabane.com)

### Customer Service Chairter

#### Fer wie dae we hae a Customer Service Chairter an' quhat hit baes?

Derry Cittie & Strabane Destrack Cooncil ettles tae gie quality, accessible services at ir velue fer prugh tae aa o' oor commonities, businesses, visitors, residents an' ither stakeholders.

This Customer Service Chairter sets oot the stannarts o' customer service ye can expect fae iz quhan gettin' oantae the cooncil bae tellyphone, bae text-phone, bae screed, bae e-poast, through oor wabsteid ir face tae face.

Gif ye aloo iz tae bae fallin' shoart o' thae stannarts, get oantae iz (in specific airts thaire ir ither service specific stannarts at ir identified in the yeirly service plans).

#### Stannarts o' Customer Service ye can expect at aa tims.

##### We wul:

- Treat ye wi' fairness an' respect;
- Gie a freenly an' guid mannered service at baes sensitive tae yer needs;
- Dale wi' yer screeds, tellyphone caas, an' visits tae oor offaices in guid tim' an' in line wi' oor Feedback an' Gurns Policy;
- Dae oor bes' tae heft ye;
- Tell ye hoo quick we wul bae fit tae tak' ection;
- Gie easy unnerstud, uisefu wittens an' keep ye ap tae date aboot the services we gie;
- Dale positively an' quick wi' yer feedback;
- Keep yer wittens private, as far as baes possible; an'
- Dae thair joabs aptly an' wi' consideration.

### Equality an' Diversity

#### We wul gie:

- Wittens in differ formats (laike Braille, audio, minority leids) quhan axed;
- Loop Hearin' Systems in oor public meetin' airts
- Access tae signin' an' ither interpretive services; an'
- Text Phone facilities (028 71 376646)

#### Oor staff wul:

- Conduct thaimselfs professionally an' wi' guid manners;
- Bae smairtly dressed;
- Wear a naime badge ir tell ye wha they ir; an'
- Shew ye thair cooncil identification caird quhan they caa aa yer hame ir business.

### Cooncilors

#### Cooncilors hae a gyely important pairt in gien services tae ye.

##### They wul:

- Behave professionally an' wi' guid manners;
- Gie a guid image o' the Cooncil;
- Bae available aa reasonable tims;
- Repone ta yer tellyphone caas, e-poasts an' screeds in guid tim';
- Ettle aa reponin' personally tae yer screeds in line wi' the timins set oot in the Feedback an' Gurns Policy;
- Ect in accord wi' the Norin Airlan Code o Conduct fer Cooncilors.

### Oor Reception Airts wul;

- Bae accessible an' welcomin';
- Bae trig, clean an' saife; an'
- Hae uisefu wittens oan shew.

### Quhan visitin' iz aa the Cooncil Offaices

#### We wul;

- Tell ye hoo lang ye shud hae tae wait tae see an offaicer;
- Re-direct yer speirin tae anither apt offaicer gif the furst contacted offaicer isnae available;
- Dale wi' yer speirin as quick as baes possible;
- Set ap a private intherview fer ye gif ye ax fer hit;
- Mak' an appointment wi' a member o' staff gif hit's hel' ap; an'
- Arrange fer an' interpreter, (bae tellyphone ir in person dependin oan circumstances), ir a sign leid interpreter, gif ye're needin' yin.

### Quhan gettin' oantae iz bae tellyphone in offaice hours

#### We wul;

- Ansuer the tellyphone in a tim'ly wie;
- Tell ye the service airt an' gie oor naime quhan we ansuer;
- Gif the boadie yer needin' tae taak tae cannae bae gat we wul pit ye oantae anither staff member ir arrange fer the boadie tae caa ye beck;
- Onie uise ansuer phones quhan nae ither staff member baes available;
- Return yer phone caas aa the furst chanst;
- Uise ootae offaice voicepoast messages quhan we irnae thaire an' gie alternative contact wittens.

### Quhan sennin' iz a screed ir an e-poast

#### We wul;

- Sen' oot an acknowledgement tae aa screeds at we cannae repone tae accordain tae departmental service stannarts;
- Tell ye quhan ye shud expect a fu' repone gif we cannae repone wi' in 15 waarkin days;
- Mak' siccar at we uise leid at baes easy tae read an' unnerstan;
- Tell ye wha baes dalin' wi' yer speirin; an'
- Address repones uisin Derry ir Londonderry as used bae ye quhan ye gat oantae iz.

### Gurns, Remairks an' Compliments

#### We want tae hear fae ye gif ye hae a gurn ir want tae mak' a remairk ir gie iz a compliment

#### We wul;

- Welcum aa feedback includin' gurns an' dale wi' hit positively;
- Ettle aa sortin' gurns oot informally an' as quick as possible;
- Heft ye tae screeve yer gurn ir tak' wittens owre the tellyphone;
- Shew steerins aboot customer feedback (at taks in oor gurns procedure) in oor offaices; an'
- Quhan we get yer gurn tell ye gif hit'll bae needfu' tae dale wi' hit unner separate procedures

Wittens aboot hoo tae mak' a remairk, gurn ir compliment ir gien in oor "Steerins tae Maakin Remairks, Compliments ir Gurns" at can bae gat fae oor offaices an' reception airts an' via the cooncil's wabsteid [www.derrystrabane.com](http://www.derrystrabane.com) A coapie can bae gat forebye bae tellyphone fae 028 71 253253 ir text-phone 028 71 376646