



Customer Service Charter

Putting people first

East Dunbartonshire Council is committed to delivering high quality, customer-focused services.

Our customer service pledge to you. We will:

- **provide excellent customer care however you wish to contact us**
- **offer you choices in how you contact us to get information, request services or provide valuable feedback**
- **be polite, helpful, sensitive and discreet in all our dealings with you**
- **treat you fairly and equally and provide a translation service or written material in the format you need on request**
- **use plain language when talking or writing to you**
- **keep you informed of progress when we are handling enquiries or complaints**
- **try to keep appointment times and tell you when there are delays**
- **comply with the Data Protection Act at all times, only sharing information about you if you say we can, if we are permitted to do so by law or if not doing so would put you or someone else at risk**
- **look for ways to continuously improve our service to you and learn from comments and complaints**
- **check regularly that the terms of our Charter are being delivered to you**

You can help us by:

- **giving** us all of the information we need to help you
- **letting** us know if you have any special needs
- **telling** us how we can improve our service
- **asking** us to explain anything you are not sure of
- **treating** our employees with respect

For more information please contact

Tel: 0300 123 4510 Email: customer.services@eastdunbarton.gov.uk



sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk