

EDUCATIONAL PSYCHOLOGY SERVICE CUSTOMER SERVICE STANDARDS

OUR AIM – Aberdeenshire Council is committed to providing high quality service and delivering high standards of customer service. As a customer of Aberdeenshire Council, you have the right to be treated fairly and considerately when using any of our services whether in person, by phone, in writing or by email. These standards outline the level of service you should expect and gives you the opportunity to challenge us if we do not deliver them.

STANDARDS

- **If you visit us in person, we will** meet you at our main reception area within 5 minutes.
- **If you email or write to us, we will** acknowledge your enquiry within 5 working days of receipt and give a full reply within 15 working days.

- **If you contact us by phone, we will** answer you call promptly, politely and give our name.
 - If we cannot answer, you will be able to hear a message and the appropriate person will get back to you as soon as possible.
 - We will take clear and concise messages and ensure your message is passed on to the appropriate person.
- **If we can't give a full response within 15 days** we will contact to you and explain why.
- **If we have a formal consultation meeting**, you will receive a record of this within 15 working days.

- **Within the EPS if we minute a meeting**, the minute will be available within 15 working days.
- **Customer Feedback Scheme:**

“Have Your Say” leaflets can be used if you want to comment on, compliment or complain about our performance. Alternatively, you can write a letter, send an email, ask someone to write for you, telephone or visit www.aberdeenshire.gov.uk/haveyoursay.

 - Definition of a complaint: A complaint is considered to be any expression of dissatisfaction or concern about the standard or the way a service is provided, or about the lack of action.
 - If we fail to adequately respond to first comments that are made, a complaint would be justified.

If you are still dissatisfied with the outcome of your complaint you have the right to contact the Scottish Public Services Ombudsman at ask@spsos.org.uk or Tel: 0800 377 7330, who may decide to undertake an independent investigation on your behalf.

PERFORMANCE

May 2018 – October 2018

Sampling of main offices indicated that this standard is being met.

Time taken for EPs to respond to an email related to casework:
Within 5 working days 85%; More than 5 working days 15% (N=20)

In the case of letters, response times were as follows: *Within 15 working days 100%; More than 15 working days 0% (N=47).*

Regular monitoring of this standard indicates that it is being met.

Sampling indicates that this standard is being met.

Response times regarding the writing-up of formal consultations and formal consultation follow-ups were as follows: *Within 15 working days 57%; More than 15 working days 43% (N=349).*

Response times regarding the writing-up of minutes were as follows: *Within 15 working days 75%; More than 15 working days 25% (N=4).*