

## Customer quality standards *continued*

- We will let you know what we can provide, who to contact and how to get in touch.
- We will provide good quality information that is suited to your individual needs.

## System Audit Standards

- Continue to maintain the ISO 9001: 2008 quality accreditation.

## What if I am not satisfied?

If you have a complaint about our service please tell us and we will try to resolve it immediately. If you are not satisfied with our response you may take the matter further by requesting a West Lothian Council Points of View complaints form from any council office or by telephoning the **Customer Service Centre** on **0800 328 5143**. You may also make informal complaints or suggestions about this service or any other council service.

## Customers with special requirements

Information is available in **Braille, tape, large print** and **community languages**. Please contact the **interpretation and translation service** on **01506 775000**

**Text phones** offer the opportunity for people with a hearing impairment to access the council. The text phone number is **18001 01506 464427**. A loop system is also available in all offices.

**Disable access** is fully accessible to people with mobile difficulties at County Buildings.

## Contact details

We value your comments so please take a few moments to give us your views on our service standards at anytime in order that we can adjust them from time-to-time.

**Transportation,  
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EH49 7EZ**

Office hours:

**Mon-Thurs: 8.30 - 5.00, Fri: 8.30 - 4.00**

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# Transportation *service standards 2010*



**WEST LOTHIAN COUNCIL** delivers

[westlothian.gov.uk](http://westlothian.gov.uk)



April 2010

## Service standards

As part of our commitment to our customers and to continuous improvement we have developed the following service standards. We aim to provide a high-quality service to you, our customer.

We are committed to regularly measuring performance of our service activities against our service standards.

Our core service standards reflect our key activities while our customer quality standards reflect how we deal with our customers.

Our core standards are reported fully within our annual management plan but we are happy to give you details of how we are performing at any time. You can also review them on the West Lothian Council performance management system - Covalent.



We will do the following:

### Core service standards

- Carry out general inspections of our bridges every two years.
- Carry out principal inspections every six years.
- Respond to all abnormal load routing requests within 48 hours.
- Contribute to a reduction in the number of people killed or seriously injured on our roads in line with national targets.
- Contribute to a reduction in the number of children killed or seriously injured on our roads in line with national targets.
- Contribute to a reduction in the number of people slightly injured on our roads in line with national targets.
- Spend 100% of our capital and revenue works budgets within the financial year.
- Complete 85% of draft road construction consents within 12 weeks of an application being lodged with us.
- Complete 85% of final road construction consents within four weeks of a final application being lodged with us.
- Respond to 80% of planning consultations within three weeks.
- Strive to ensure an overall customer satisfaction rate of 92% (with a target to increase this by 2% year on year).



### Customer quality standards

- Give a full response to your question or complaint within five working days, if we cannot do so immediately. If we feel that your query requires more detailed research we will acknowledge your enquiry and notify you of the likely response timescale.
- If there is a problem or delay in providing a response we will keep you informed.
- Deal with your question, request or complaint fairly and sensitively.
- Give everyone equal access to our services.
- Acknowledge written complaints in line with our complaints procedure.
- Answer Freedom of Information requests within 20 days.
- Answer your telephone call promptly.
- When you visit us, we will not keep you waiting for more than 15 minutes.
- You can expect us to be welcoming, courteous, fair and respectful.
- We will give you as much information and immediate advice as possible.