



From mountain to sea

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	PERFORMANCE August 2021-January 2022
<ul style="list-style-type: none"> • If you visit us in person, we will meet you at our main reception area within 5 minutes. 	<p>Due to COVID-19 this is not applicable at the moment.</p>
<ul style="list-style-type: none"> • 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. 	<p>Time taken for EPs to respond to an email related to casework: Within 5 working days 98%; More than 5 working days 2% (N=43)</p>
<ul style="list-style-type: none"> • If you contact us by phone, we will answer you call promptly, politely and give our name. <ul style="list-style-type: none"> – 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. 	<p>In the case of letters, response times were as follows: Within 15 working days 100%; More than 15 working days 0% (N=12).</p> <p>Regular monitoring of this standard indicates that it is being met.</p>
<ul style="list-style-type: none"> • If we can't give a full response within 15 days we will contact to you and explain why. 	<p>Sampling indicates that this standard is being met.</p>
<ul style="list-style-type: none"> • If we have a formal consultation meeting, you will receive a record of this within 20 working days. 	<p>Response times regarding the writing-up of formal consultations and formal consultation follow-ups were as follows: Within 20 working days 84%; More than 20 working days 16% (N=322).</p>
<ul style="list-style-type: none"> • Within the EPS if we minute a meeting, the minute will be available within 15 working days. • 	<p>Response times regarding the writing-up of minutes were as follows: Within 15 working days 75%; More than 15 working days 25% (N=8).</p>
<ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> – 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. 	