



**Loughs Agency**  
**Customer Service Charter**

The Loughs Agency's mission is:

***“To provide sustainable social, economic and environmental benefits to the communities of the catchments the effective conservation, protection, management, research, promotion and development of the fisheries and marine resources of the Foyle and Carlingford Areas”.***

We have set out in our Corporate Plan our core values of communication, working together, professionalism, valuing individuals, integrity, equality and adaptability. Through these values the Loughs Agency is committed to maintaining and improving its commitment to and delivery of, the highest standards of customer service.

This customer service charter sets out the standards of customer service you can expect from us when contacting the Loughs Agency by telephone, text phone, letter, e-mail, website or in person. If you feel that we are falling short of these high standards, please let us know.

## **Standards of customer service you can expect:**

At all times, we will:

- Treat you fairly and with respect;
- Offer a friendly, honest and polite service and be sensitive to your needs;
- Deal with your letters, phone calls and visits to our offices promptly;
- Do our best to help you;
- Let you know how quickly we can take action;
- Provide clear, accurate, comprehensive and up-to-date information on our policies, schemes and services;
- Use clear simple language;
- Deal with your feedback positively and quickly;
- Keep you details confidential, as far as possible; and
- Make sure our staff have the skills they need to do their jobs properly and considerately.

## **Equality and diversity**

- Information in alternative formats (such as Braille, audio tape, minority languages), on request;
- Loop hearing systems in our public areas;
- Access to signing and other interpretative services; and
- Text phone facilities (telephone 07599 808 888).

## **Our staff will:**

- Behave professionally and politely;
- Dress smartly;
- Show you their identification card when appropriate.

## **Customer contact arrangements**

Our headquarter offices at 22 Victoria Road, Prehen, Derry~Londonderry will:

- Be open from 9.00am to 5pm Monday to Friday; and
- Deal with enquiries during our opening hours.

### **When visiting us at headquarters, we will:**

- Deal with your enquiry as quickly as possible;
- Arrange a private interview for you if you ask us;
- Make an appointment to see a member of staff if you ask us;
- See you promptly when you have an appointment and let you know if it is delayed;
- Do our best to accommodate you if you don't have an appointment; and
- Arrange for an interpreter if you need one.

### **When contacting us by telephone during office hours we will:**

- Answer the phone within 20 seconds;
- Offer to help take a message if the person you need to speak to is not available or arrange for the person to ring you back;
- Respond to voicemail messages promptly and as a general rule aim to respond by the following day;
- Only use answer phones occasionally; and
- Return your phone calls on the same day you asked us to, or if this is not possible, within one working day.

### **When contact us by telephone outside office hours we will:**

- Provide you with an emergency contact number should your enquiry need urgent attention; and
- Provide you with the opportunity to leave a message which will be forwarded to the relevant person when the office re-opens.

### **When writing to us, we will;**

- Aim to give you a full response to 85% of your letters within 10 working days, and 100% within 15 working days;
- Send an acknowledgement for all letters that we cannot respond to within 10 working days;
- Let you know when you can expect a full reply if we cannot reply within 15 working days;
- Make sure we use language that is easy to read and understand;
- Tell you in our letters who is dealing with your enquiry.

### **When sending us an e-mail, we will;**

- Reply within 3 working days when you email our customer enquiry email address through our web-site (if we cannot give you a full reply within 3 working days, we will let you know when you can expect a full reply);
- Reply to you within 5 working days when you e-mail individual staff;
- Make sure we use language that is easy to read and understand; and
- Let you know who is dealing with your enquiry.

### **GDPR and Freedom of Information**

- If you ask for access to your personal information, as defined by GDPR, we will respond within 40 days.
- If you request information under the Freedom of Information Code of Practice or Environmental Information Regulations, we will respond within 20 working days.

### **Complaints\*, comments and compliments**

We want to hear from you if you have a complaint, or wish to make a comment or compliment. We will:

- Welcome all feedback, including complaints, and deal with it positively;
- Try to sort complaints out informally and as soon as possible;
- Help you to write down your complaint or take details over the phone;
- Tell you, when we get your complaint, if we need to deal with it under separate procedures.

### **What we ask of you**

We will aim at all times to meet the standards that we have set out above. In return we ask you to:

- Treat our staff with respect;
- Be considerate and polite to others; and
- Supply us with more information, if we ask you to.

### **Monitoring and evaluation**

We monitor our response rates, complaints and compliments and report on the delivery of our customer service charter annually.