

— THE OFFICE OF THE —  
**SCOTTISH ROAD WORKS COMMISSIONER**

## **SERVICE STANDARDS**

The Office of The Scottish Road Works Commissioner (OSRWC) is committed to providing high-quality customer service. This document details the service standards expected of the Commissioner and the staff of the OSRWC.

### **STANDARDS OF SERVICE**

The overarching corporate aims of the Office of the Scottish Road Works Commissioner (OSRWC) are detailed in the current Corporate Plan. The Corporate Plan is available on the Scottish Road Works Commissioner's website. In pursuance of these aims, the Commissioner and Staff of the OSWRC wish deliver a prompt service, in a courteous manner, leaving the customer/stakeholder better informed, by meeting the following standards.

#### **TELEPHONE CONTACT, CORRESPONDENCE AND MEETINGS**

Telephone calls will be answered, where possible, within 6 rings and staff members will identify the organisation. If an individual is not available, a message will be taken by a colleague. Although voice mail is available, it is envisaged that this will not be used during normal office hours, except where unavoidable. Calls will be returned, initially, within 1 working day. Voicemails left can only be accessed by the individual staff member it was left for so may not be received until they return to their desk.

Letters and emails will be acknowledged and responded to within 5 working days if possible, where additional time is required an acknowledgement and explanation will be given.

The OSRWC is a small office and is based in Saughton House which is a building owned by the Scottish Government. Access and entry to the building is strictly controlled therefore it is advisable to make an appointment before attending in person. A member of staff from the OSRWC will meet with you within 15 minutes of any appointment.

#### **INFORMATION REQUESTS**

All requests for information will be treated under the Freedom of Information (Scotland) Act 2002 (FOISA) or the Environmental Information Regulations 2004 (EIRs), as appropriate. Such requests will be referred to the appropriate member of staff who will follow the OSRWC FOISA and EIRs Handling Procedures which is available to view on the Commissioners website. All requests for information will be acknowledged within 3 working days and responded to within 20 working days.

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## CONSULTATION

Where the OSRWC is required to carry out consultation, the consultation will be balanced, timely and accessible, in a range of formats, to stakeholders, customers and interested parties.

In order to monitor our performance we may undertake a customer/stakeholder survey to understand what your perception of our role is and how effective we are.

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## PERFORMANCE, COMPLIMENTS AND COMPLAINTS

The OSRWC is committed to the delivery of an effective service and will analyse information gathered from its annual performance survey to improve customer engagement and performance. If you are not happy with the service provided, have a comment on how to improve our service or would like to compliment to one of our staff on their assistance, please tell us.

We aim to meet these service standards in every case however, if you are dissatisfied, the OSRWC has a complaints procedure which will explain the steps that you should take. The complains procedure can be found on the Commissioners website at [www.roadworksscotland.gov.uk](http://www.roadworksscotland.gov.uk). If you wish to speak with us in any regard, details of how to contact us are provided in the following section.at the end of this document.

## CONTACT US

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot. However, if the response you are given is unsatisfactory, you can complain in person, by phone, in writing or by email. Our contact details are as follows :



You can phone us on

**0131 244 9936**



You can email us at

**[enquiries@srwc.gsi.gov.uk](mailto:enquiries@srwc.gsi.gov.uk)**



You can contact us by post at

**Office of the Scottish Road Works Commissioner  
E Spur  
Saughton House  
Broomhouse Drive  
Edinburgh EH11 3XD**

## OTHER FORMATS

The OSRWC is committed to making our services, policies and guidance available to everyone. This document may be available in other formats. Please contact us if you wish to discuss this matter.

Document Owner	Version	Date	Review
PM	1.0	Jul 2015	July 2016