



Customer Service Policy

December 2022

The Scottish Legal Aid Board

www.slab.org.uk

Our Customer Service Policy reflects our commitment to providing an excellent level of service to the people we deal with, whether they are solicitors, applicants, opponents, suppliers or members of the public: our customers.

What can you expect from us?

Our communication

- Clear and simple communication. We will explain our decisions and why we are asking you for information
- If you **ask us for information**, we will provide as much as we are able
- Communication appropriate to your situation. We will respond to your communication needs when we know them
- We will give you a point of contact. This may be an individual, team, or email address
- We will keep you updated on progress and explain your options should you disagree with us.

Our performance

- We will aim to get things right first time
- We will prioritise meeting **performance benchmarks**. We will be able to show how we measure our performance
- We will direct you to the person or team best able to help you
- We will help you make a **complaint** if you are unhappy with our performance or our decision-making. We will tell you how you can challenge certain decisions
- We will publish information about our performance.

How we will treat you

- We will make your interaction with us accessible, easy and as quick as possible
- We will apologise if we make a mistake, put the situation right if we can and learn lessons to improve our service
- We will be polite and treat you with courtesy and respect.

What do we need you to do?

- Give us full and accurate answers when we ask you for information
- Tell us if you don't understand something or tell us if you have any specific communications needs
- **Tell us** if something has gone wrong and be clear about what you want to happen
- Treat our staff with dignity and respect. Our staff have the right to work in a safe environment
- We may change the way we interact with you if your behaviour falls within our **Unacceptable Behaviour Policy**. If we have to take this action we will explain why.