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SCOTTISH ROAD WORKS COMMISSIONER

SERVICE STANDARDS

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| Date policy adopted: 06/09/2023 |
| Date of last review: 06/09/2023 |
| Review period: 3 years |
| Version number 2.0 |

Introduction

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

The Commissioner commits to:

- Deal with enquiries courteously and with integrity at all times
- Acknowledge letters, emails and telephone enquiries where appropriate within 5 working days of receipt – a full reply should be issued within 20 working days but may take longer. However, we will endeavour to keep the correspondent informed of progress
- Ensure everything reasonably possible is done to make our services accessible to everyone
- Maintain confidentiality of information unless the law dictates otherwise
- Explain if the matter you raise cannot be dealt with by us and, if possible, put you in direct contact with someone who may be able to help. We cannot provide legal advice.

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. Requests will be handled in accordance with the [SRWC Information Request Handling Policy.pdf \(roadworks.scot\)](#). All requests for information will be acknowledged within 3 working days and responded to within 20 working days.

Consultation

Where the Commissioner 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.

Performance, compliments and complaints

The Commissioner 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 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 Commissioner has a complaints procedure which will explain the steps that you should take. The complaints procedure can be found on the Commissioner's website at www.roadworks.scot. If you wish to speak with us in any regard, details of how to contact us are provided in the following section.

Contact us

Our contact details are as follows :

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| Phone | 0131 244 9936 |
| Email | enquiries@roadworks.scot |
| Post | E Spur Saughton House Broomhouse Drive Edinburgh EH11 3XD |

Other formats

The Commissioner is committed to making 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.