



SERVICE STANDARD WEST LoTHIAN COUNCIL, COUNTRYSIDE RANGER SERVICE

Description of our Service:-

To enhance the appreciation and understanding of West Lothian's countryside by the provision of an information and advisory service, promotion of environmental education, provision of formal and informal recreational opportunities, and conservation management.

Our Customers are:-

Visitors to West Lothian's countryside seeking formal and informal recreation, including educational establishments, community groups, groups with special requirements, the general public and other interested bodies.

Our Business Addresses are:-

Beeccraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL
Tel: 01506 844516 Fax: 01506 846256 E-mail: mail@beecraigs.com www.beeccraigs.com

Polkemmet Country Park, The Visitor Centre, Whitburn, West Lothian EH47 0AB
Tel: 01501 743905 Fax: 01501 744780 E-mail: polkemmet@westlothian.gov.uk

Almondell & Calderwood Country Park, The Visitor Centre, Near Broxburn, West Lothian EH52 5PE
Tel: 01506 882254 Fax: 01506 846256 E-mail: almondell&calderwood@westlothian.gov.uk

Availability:-

The Ranger Service works throughout the year. Contact the Rangers for further details.

We will:-

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Provide clear and accurate information to all customers using the service.
- Deal courteously and fairly with all members of the community.
- Be professional in manner, action and appearance.
- Respond sensitively to individual needs, providing as flexible a service as possible.
- Provide access to a safe environment for countryside activities, health and well-being.
- Check and respond to e-mails, telephone enquiries and any other correspondence within 2-3 working days.
- Provide customers with the opportunity to comment on our service and facilities.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Regularly evaluate and review performance and make the results available.
- Aim to achieve an overall customer satisfaction target of 85%.