



SERVICE STANDARD WEST LOTHIAN COUNCIL, BEECRAIGS FISHERY

Description of our Service:-

To provide boat angling for fly-fishing on Beecraigs Loch both Catch & Retain / Catch & Release

Our Customers are:-

Anglers in possession of a paid permit to fly-fish Beecraigs Loch (public, clubs and corporate).

Our Business Address is:-

Beecraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL

Tel: 01506 844516 Fax: 01506 846256 E-mail: mail@beecraigs.com www.beecraigs.com

Availability of Fishery:-

Open all year (excluding 4 public holidays at Christmas/New Year). For specific session times, contact the Visitor Centre.

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.
- Check and respond to e-mails, telephone enquiries and any other correspondence within 3 working days (includes maintaining the online booking enquiry, booking & payment system).
- Deal courteously and fairly with all members of the community.
- Respond sensitively to individual needs, providing as flexible a service as possible.
- Comply with all relevant statutory obligations and local licensing requirements relating to the business.
- Acknowledge all customers on arrival and keep waiting times to a minimum.
- Inform anglers of the previous sessions' catches and the flies/lures used on daily updated notice boards within Fishing Lodge and Jetty noticeboard.
- Regularly stock the loch with quality grade stock and display records at Fishing Lodge.
- Maintain a high standard in the quality and cleanliness of boats, equipment, facilities and local environment. Provide anglers with the use of a lifejacket or buoyancy aid free of charge.
- Uphold the regulations of the Fishery for the benefit of all customers.
- Provide customers with the opportunity to comment on our service and facilities.
- Regularly evaluate and review performance and make the results available.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 85%.