



SERVICE STANDARD WEST LOTHIAN COUNCIL'S BEECRAIGS FISHERY

Description of our Service:-

Provision of boat angling for fly-fishing on Beecraigs Loch.

Our Customers are:-

Anglers in possession of a paid permit to fly-fish Beecraigs Loch.

Our Business Address is:-

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

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

Opening Hours Beecraigs Fishery:-

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

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 2-3 working days.
- Deal courteously and fairly with all members of the community.
- Respond sensitively to individual needs.
- Comply with all relevant statutory obligations and local licensing requirements relating to the business.
- Acknowledge customers on arrival and keep waiting times to a minimum.
- Inform anglers of the previous sessions' catches and the flies/lures used.
- Regularly stock the loch with quality grade stock.
- 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.
- 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 80%.