



## SERVICE STANDARD WEST LOTHIAN COUNCIL'S SAWMILL

### **Description of our Service:-**

Provision of sawmilling services for cut fencing products and supplies to both internal and external customers from sustainable timber stands within Countryside Section's own woodlands.

### **Our Customers are:-**

West Lothian Council departments, other local authorities, private fencing contractors and general public sales.

### **Our Business Address is:**

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

Tel: 01506 848945 Fax: 01506 846256 E-mail: [mail@beecraigs.com](mailto:mail@beecraigs.com) [www.beecraigs.com](http://www.beecraigs.com)

### **Operational Hours:-**

Monday to Thursday 08:00-16:30

Friday 08.00-12:00noon.

Saturday (April to September) 07:00-11.00

### **We will:-**

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Serve customers courteously and timely.
- Provide guidance and advice on materials and construction, providing quotes on cost and timescale within 24 hours of enquiry, Monday to Friday.
- Supply first class timber products cut to specific dimensions to customer requirements to tolerance of two millimeters.
- Provide timbers untreated or pressure treated by approved UK HSE. HSE 7407 green/HSE 7714 brown.
- Supply from stocks within 7 working days from ordering, 10 working days for non-stock items.
- Offer delivery service (charge applicable) to within customer's garden confines/premises.
- Deal with any complaints/damages within 24 hours of reporting.
- Provide information and updates for customers through [www.beecraigs.com](http://www.beecraigs.com), checking and responding to all e-mails 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 80%.