**Scottish Enterprise Customer Charter**

We are committed to providing a quality service to our customers in every aspect of our operation. We ensure that our products and services are open to all regardless of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

**Our Commitment & Openness**

We're committed to publishing information about our targets, achievements, performance and activities.

We publish our annual accounts and annual review and make sure our website, brochures and other publications are clear and written in plain English. You can request information in other languages, on audio or in Braille. You can obtain copies of our publications from this website, at our office, or by phoning or writing.

When we publish our annual review, staff are available to answer questions and provide information to the public.

You can obtain Board Minutes by consulting our website or in hard copy by contacting our office.

Our Board members declare any potential conflicts of interest and we maintain a register of interests which is available for public inspection.

**Our Standards of Service**

As part of our commitment to good service, we will ensure that:

* Our main offices are open from 8.30am – 5pm Monday to Friday.
* We will answer your calls promptly and courteously and will respond to voicemail messages within 24 hours.
* Staff will always identify themselves by name.
* If the person you want to speak to is unavailable, a colleague will deal with your enquiry, or you can leave a message.
* Staff will acknowledge electronic correspondence within 48 hours and aim to respond fully within five working days. If we need more time to prepare a response, we will contact you within this timescale to let you know when you will receive a full reply. This does not apply to circulars and commercial canvassing letters.
* When absent from the office our staff will initiate an ‘out of office’ message for voicemail and email to advise of alternative contact arrangements.
* If we have an appointment with you, we will make every effort to arrive on time. If we are unavoidably delayed, we will do our best to inform you of the delay and the expected time of arrival. If we have to cancel a visit, we will inform you immediately and arrange an alternative appointment at a mutually convenient time.
* We will meet you at the time of your appointment. If you do not have an appointment, a member of staff will meet you on arrival and, if possible, deal with your enquiry. If it is more helpful, we can arrange a convenient appointment for you later.
* We will pay all agreed and valid invoices within 30 days of receipt.
* We will advise suppliers within 10 days of any queries with an invoice.
* We will reply to requests for information under the Freedom of Information Act within 20 working days.

 **Our Commitment to Value for Money**

We recognise that providing the best value for money is a vital part of our commitment to the people in Scotland.

We conduct regular internal and independent external evaluations to assess how efficiently and effectively we carry out our activities. We operate a policy of competitive tendering for the procurement of goods and services. Where we don't adopt a competitive tendering approach to contracts, the reasons should be fully documented on file and approved as per the Delegated Authority levels.

We use internal auditors to continuously review our activities and internal control systems. These are also reviewed by Audit Scotland. Our accounts are independently audited and published each year.

**Comments, Compliments, Complaints – We’re Listening**

We welcome and value customer opinion at Scottish Enterprise, as this provides insight into what we are doing well, and where we need to focus on improvements. We record and monitor opinion and use it to help develop and tailor services that meet with customer needs.

**How to convey a comment, compliment or complaint:**

Contact us by telephone, email, letter, in person or online via our feedback form on our website.

 **We hope you don’t need to complain but if you do, we will:**

* Investigate and respond within five working days.
* Let you know if we need more time, and when you can expect a full response.
* Advise you if your complaint is partially or fully upheld, and of any subsequent actions we will take.

We will take seriously all comments and complaints that we receive from customers and will try to resolve to your satisfaction.

If you are unsure to whom to complain, you can contact us on 0300 013 3385.
If you're deaf or hearing impaired, you can use your textphone to contact us through Relay UK, or you can search for Relay UK on the App Store for iPhone or iPad and at Google Play for Android.

BSL (British Sign Language) users can contact/communicate with us using the online British Sign Language interpreting service for public authorities ([www.contactscotland-bsl.org](http://www.contactscotland-bsl.org)).

You can also get in touch by emailing enquiries@scotent.co.uk or in writing to:

Scottish Enterprise
Enquiry Fulfilment and Research Service
Atrium Court

50 Waterloo Street

Glasgow

G2 6HQ

If your complaint has been investigated and you are not happy with the outcome, you can contact email us at ceooffice@scotent.co.uk, or write to us at:

Chief Executive
Atrium Court
50 Waterloo Street
Glasgow
G2 6HQ

We will acknowledge your letter as soon as possible – within five working days at the most. If your complaint cannot be properly investigated within that timescale, he will tell you so and keep you informed as to progress of the investigation.

**Scottish Public Services Ombudsman**

If you are still dissatisfied, you can refer your complaint to the Scottish Public Services Ombudsman. The Ombudsman looks into complaints about Scottish Government Departments, Councils, Housing Associations, other public bodies, and the National Health Service. Their services are free, and completely independent.
Their contact Details are:

**Online:** [www.spso.org.uk](http://www.spso.org.uk)

**By Post**: SPSO Bridgeside House 99 McDonald Road Edinburgh EH7 4NS

**Freephone adviceline:**  0800 377 7330

**Your Feedback**

We welcome feedback on every aspect of our business. We also welcome comments on our standards of service and your view on how we are performing against them. You can contact us on our Helpline on 0300 013 3385 or email us at enquiries@scotent.co.uk, or write to us at:

Scottish Enterprise
Enquiry Fulfilment and Research Service
Atrium Court

50 Waterloo Street

Glasgow

G2 6HQ

We also provide a number of other opportunities for feedback:

* Customer surveys
* Customer panel
* Through any member of staff
* Feedback facility on our website [www.scottish-enterprise.com](http://www.scottish-enterprise.com)