

## Service Points

[service.point@highland.gov.uk](mailto:service.point@highland.gov.uk)

### KEY

- ✚ Registration Service for Births, Deaths & Marriages
- ✚ Library Service
- ✚ Visitscotland Office

### BADENOCH & STRATHSPEY

Aviemore.....	01479 811990
School House, Milton Park	
✚ Granttown on Spey.....	01479 872539
The Town House, The Square	
✚ Kingussie.....	01540 664502
Council Offices, Ruthven Road	

### CAITHNESS

Thurso.....	01847 805500
Council Offices, Rotterdam Street	
Wick.....	01955 607719
Area Office, Market Square	

### INVERNESS

✚ Ardersier.....	01667 462658
Station Road	
✚ Drumadrochit.....	01456 459050
Tourist Info Centre, Car Park	
✚ Fort Augustus.....	01320 366733
Memorial Hall	
Inverness.....	01463 703999
23 Church Street	
Hilton.....	01463 246007
Hilton Village Complex	

### LOCHABER

Acharacle.....	01967 431487
Acharacle Centre, Morrison Place	
Fort William.....	01397 707256
Lochaber House, High Street	
✚ Kinlochleven.....	01855 831663
Library/Visitor Centre, Linnhe Road	
Mallaig.....	01687 460027
Mallaig Library & Community Centre	

### NAIRN

✚ Nairn.....	01667 458500
The Court House, High Street	

### ROSS & CROMARTY

Alness.....	01349 882366
3/5 Obsdale Road	
Dingwall.....	01349 868527
Ross House, High Street	
✚ Fortrose.....	01381 620797
Leisure Centre, Deans Road	
✚ Gairloch.....	01445 712572
Achtercairn	
✚ Invergordon.....	01349 852472
62 High Street	
✚ Lochcarron.....	01520 722241
Main Street	
✚ Muir of Ord.....	01463 870201
Seaforth Road	
✚ Tain.....	01862 892122
24 High Street	
✚ Ullapool.....	01854 612426
North Road	

### SKYE & LOCHALSH

✚ Broadford.....	01471 820075
Industrial Estate, Old Corry Road	
✚ Dunvegan.....	01470 521878
2 Lochside	
✚ Kyle.....	01599 534270
Hamilton House, Plock Road	
Portree.....	01478 613800
Tigh-na-Sgire, Park Lane	

### SUTHERLAND

✚✚ Bettyhill.....	01641 521242
Naver, Telecottage (NTC Bettyhill)	
✚ Bonar Bridge.....	01863 766838
Carnegie Building, Lairg Road	
✚ Brora.....	01408 622644
Gower Street	
✚ Dornoch.....	01862 812000
The Meadows	
✚✚ Durness.....	01971 511750
Durine	
✚ Golspie.....	01408 635200
Main Street	
✚✚ Helmsdale.....	01431 821742
Community Centre, Dunrobin Street	
✚ Lairg.....	01549 402588
New Buildings, Main Street	
Lochinver.....	01571 844777
Culag Annex, Culag Pier	

## The Service Point Network

## Lìonradh nan Ionad Sheirbheisean

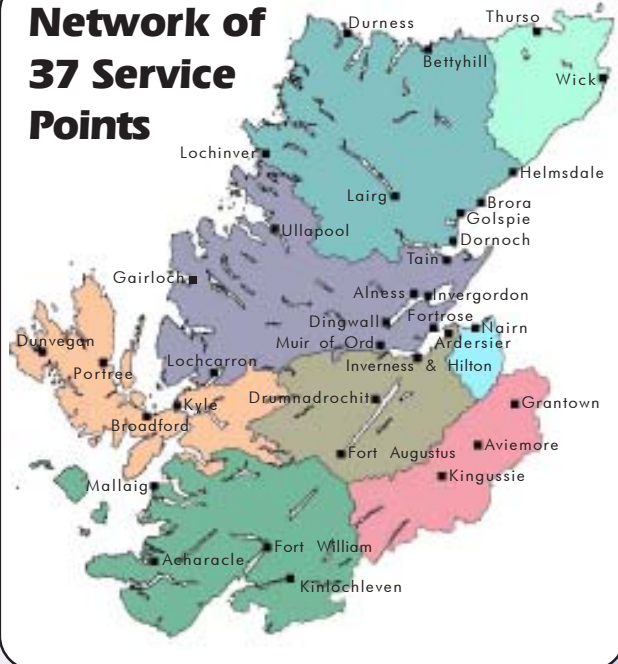


## The Service Point Network

The Highland Council Service Point Network provides face to face and telephone access to a wide range of services for customers.

By working in partnership and sharing premises with the Council's library service +, Visitscotland + and other voluntary and statutory agencies we aim to make our Service Points more accessible to our customers.

### Network of 37 Service Points



To request this information in an alternative format e.g. large print, braille, computer disk, audio tape, or suitable language, please contact any Council Service Point.



## Serving the Community

At your local Service Point we aim to fulfil your request for service as the first point of contact with The Highland Council. If we cannot help, we will arrange an appointment with a specialist member of staff.

For example, you can:

- Pay your rent, council tax or any other council bill.
- Arrange special refuse collections.
- Apply for local authority housing, and report repairs and faults.
- Apply for a range of council benefits including housing and council tax benefit, free school meals and school clothing grants.
- Access the Registration Service for Births, Deaths and Marriages. +
- Apply for a Blue Badge, Travel Card or High Life Card.
- Pick up a wide range of forms including planning applications, licensing applications and parking permits.
- Browse the internet using the People's Network at our joint Service Point/Libraries. +
- Make a comment, complaint or compliment about the council or a service.

All our staff undertake customer care training to standards set by the Scottish Qualifications Agency. We have Customer Service Standards detailing the level of service that customers can expect when they visit a Service Point.

## Customer Satisfaction

We regularly ask our customers if they are happy with the service they receive in our Service Points. The response to our latest satisfaction survey is highly encouraging with customers rating our overall performance very good to excellent.

Our Service Point Network holds the nationally recognised Charter Mark which is awarded for excellence in customer care by The Cabinet Office.



Awarded for excellence



## Development Plans

In addition to opening our 37<sup>th</sup> Service Point we are well advanced in the development of a computerised (Customer Relationship Management) system that will allow us to deal more effectively with your enquiries.

Our Service Centre which recently opened in Alness will eventually handle all Service Point telephone enquiries.