



## Service Charter

The James Hutton Institute operates in partnership with people, organisations and governments to deliver evidence-based solutions to the global challenges facing land and natural resource use both now and in the future. We are committed to providing a high quality, responsible and accessible service for all of our stakeholders. This Customer Charter statement summarises the key areas of our commitment to high quality service.

### Our Values

Our core values guide and inspire the way we interact with all of our stakeholders:

- We respect and value our people and the people we engage with
- We want to make a difference
- We strive to be excellent in everything we do
- We lead by example
- We foster creativity and innovation

### Accessibility

Our switchboard is open between 8.30am and 5.00pm on weekdays, telephone: 0844 928 5428 or email [info@hutton.ac.uk](mailto:info@hutton.ac.uk).

If the staff member you wish to speak to is unavailable, you will be invited to leave a message. Telephone messages and voicemail messages will receive a response when the staff member returns to the office.

### General correspondence and enquiries

All queries will receive a prompt and courteous response and where appropriate we will direct the enquiry to the relevant contact within the organisation. Where an immediate response is not possible, we will send an interim response to the enquiry and then a full reply within 10 working days.

We will provide an initial response to an email enquiry to [info@hutton.ac.uk](mailto:info@hutton.ac.uk) and to any other correspondence within 10 working days of receipt.

We will provide acknowledgment to a telephone or fax enquiry within 10 working days.

We are committed to responding to all direct social media queries to our official Facebook and Twitter channels within 10 working days.