



Summary of Customer Service Standards Policy

SERVICE LEVEL OBJECTIVES

Overall Objectives

We will deliver high quality services making the best use of our resources.

We will keep you advised of our activities and consult with you when major changes to services are planned.

We will use your views to improve the quality of our service.

We will treat you fairly and with respect.

We will respond to your enquiries and complaints.

We will always be approachable and professional.

CUSTOMER SERVICE STANDARDS

In order to ensure that everyone is clear about the acceptable standard of service, the Association has prepared the following Customer Service Standards. These standards shall be publicised in each of our offices and on our website, www.tollcross-ha.org.uk.

Visiting the Office:

We shall: -

- Ensure the office is open during the published hours and display notices in advance of ad-hoc closure, such as training.
- Make sure our office is adequately staffed.
- Make sure the staff members have name badges identifying themselves to you.
- Wear a uniform and be dressed in a neat, tidy and business like-fashion at all times.
- Promptly greet you in a courteous, respectful and professional manner.
- Deal with your query as quickly as possible.
- Direct you to the appropriate member of staff.
- Arrange an appointment that suits you if you require.
- Not keep you waiting when you have arranged an appointment.
- Keep you informed if there is a delay in your appointment.
- Provide you with a tidy, comfortable and accessible waiting area.
- Make sure there is informative information available for you to take away.
- 'Sign-post' you to an appropriate agency or person who can help if we cannot.
- Ask your permission for an independent agency to contact you to check on your experience with us.

Home Visits:

We shall: -

- Provide ID and wear a name badge when visiting your home.
- Never enter your home uninvited.
- Always explain the reason for the visit.
- Arrange a date and agree a timeframe that suits you.
- Contact you if there is a delay or if we cannot attend the appointment, giving you a reason for this.
- Ask your permission for an independent agency to contact you to check on your experience with us.

Telephone Calls:

We shall: -

- Provide you with a range of options when you call to help you get through to the correct department.
- Ensure the telephone is answered by a Staff member during the published office opening hours in a friendly, courteous and professional manner.
- Ensure that if the specific staff member you are calling is not available, you will either have your call taken by another member of staff, or you will have the opportunity to leave a message on the answer machine.
- Ensure the main switchboard answer machine is on during office closure times and that it clearly indicates that the office is closed. .
- Ensure that other answer machine messages are responded to as quickly as possible.
- Aim to answer calls within 6 rings.
- Confirm you have called Tollcross Housing Association and let you know who you are speaking to.
- Establish the reason for your call and either take appropriate action or pass your call onto the relevant Staff member.
- Aim to have telephone enquiries resolved at the first point of contact.
- Ask your permission for an independent agency to contact you to check on your experience with us.

E-mails & Letters:

We shall: -

- Ensure the 'out of office assistant' is set to inform you when the staff member you have e-mailed will be back in the office (e.g. confirming a period of annual leave).
- Acknowledge receipt of correspondence received within 3 working days.
- Ensure your correspondence is passed to the appropriate person for action.
- Contact you within 5 working days (depending on the nature and urgency of your correspondence) to discuss your query or provide a written response thereafter.
- Ensure we write in plain English and avoid jargon.
- Where identified, we provide correspondence in varying text size, language and other formats such as computer disc, tape or Braille.
- File the correspondence in your Tenancy File (either electronically or paper copy). This correspondence forms part of the information audit undertaken annually and either retained or disposed of in line with the Association's Data Protection Policy.
- Ask your permission for an independent agency to contact you to check on your experience with us.

OUR EXPECTATIONS OF YOU

The relationship built between ourselves and our customers is based on trust and respect. We expect that our customers will appreciate the standard of care extended to them and respond in a positive manner. With this in mind, we think it is not unreasonable to ask you to: -

- Treat our Staff with respect by being polite and courteous.
- Not be abusive or threatening in your attitude, words or actions.
- Provide information requested within the timescales indicated.
- Meet the terms of reasonable requests made by our Staff.
- Understand that sometimes we just simply cannot help you. Where this is the case, we will make every effort to help you source the agency(ies) who can help.