

The Customer Service Standard

Standard

How It Will Be Measured

If you write or e-mail us:

<ul style="list-style-type: none"> We will reply within 5 working days 	Mail book
<ul style="list-style-type: none"> If we can't provide a full response we will let you know who is dealing with your letter/e-mail and when you can expect a reply 	Sample monitoring

If you telephone us:

<ul style="list-style-type: none"> We will always be polite and courteous 	Quarterly Mystery Shopping
<ul style="list-style-type: none"> We will endeavour to be as helpful as possible 	Quarterly Mystery Shopping
<ul style="list-style-type: none"> We will give you undivided attention 	Quarterly Mystery Shopping
<ul style="list-style-type: none"> We will always give you the name of the person you are speaking to 	Quarterly Mystery Shopping
<ul style="list-style-type: none"> We will provide the opportunity for you to speak to someone or leave a voice message within 5 rings 	Quarterly Mystery Shopping
<ul style="list-style-type: none"> If the member of staff you are calling is not available another staff member will assist in your enquiry if possible or take a message 	Quarterly Mystery Shopping
<ul style="list-style-type: none"> If you leave a message we aim to get back to you by the next working day 	Quarterly Mystery Shopping
<ul style="list-style-type: none"> We will be confidential at all times and ensure your personal details are never passed on inappropriately 	Quarterly Mystery Shopping

The Customer Service Standard

If you visit us:

<ul style="list-style-type: none">• We will keep our reception areas clean, tidy and provide up to date information to you	Quarterly monitoring
<ul style="list-style-type: none">• We will aim to see you within 10 minutes of your arrival	Complaints received
<ul style="list-style-type: none">• If you make an appointment we will ensure you are seen on time	Complaints received
<ul style="list-style-type: none">• We will try to offer private interviews on request	Not Monitored

If we visit your home:

<ul style="list-style-type: none">• We will show identification and behave professionally at all times	Complaints monitoring
<ul style="list-style-type: none">• We will normally make appointments for home visits	Complaints monitoring
<ul style="list-style-type: none">• We will contact you if we are unable to keep an appointment as soon as we can and will rearrange it	Complaints monitoring

Equal opportunities:

<ul style="list-style-type: none">• We will treat all customers fairly and according to their needs	Complaints monitoring
<ul style="list-style-type: none">• We will make our offices accessible for disabled people and provide an interpretation service for those whose first language is not English	
<ul style="list-style-type: none">• We will provide the same standard of service wherever you live	Quarterly Mystery Shopping
<ul style="list-style-type: none">• You have the right to see personal information that we hold about you	Not monitored

The Customer Service Standard

If we get anything wrong we will:

• Aim to put it right as soon as possible	Complaints monitoring
• Keep you informed at all times	Complaints monitoring
• Apologise	Complaints monitoring
• Aim to learn from our mistakes so they don't happen again	Complaints monitoring

We always welcome your views and comments about improving our service.