

# Customer Service Standards Policy

Customer  
Focus

Respect

Communication

Integrity



[www.clochhousing.org.uk](http://www.clochhousing.org.uk)



## Cloch Housing Association Customer Service Standards

**Cloch HA aims to deliver excellent services in a variety of innovative and convenient ways.**

### **Our Aims**

- To deliver a personalised high-quality service to all customers.
- To have enquiries resolved at the first point of contact
- We will make it our goal to exceed the expectations of our customers
- To effectively monitor and evaluate your satisfaction with the services that you receive
- To listen to your views and feedback and use this to improve our services
- To treat you fairly and with respect
- To ensure equal opportunities of access for all in that we do
- To ensure our contractors and those who provide services on our behalf sign up to these aims
- To include Customer Service delivery as a key element in the recruitment and development of staff

### **What we ask from you**

#### **We ask that you:**

- Treat staff with politeness and respect. Abusive or threatening behaviour/ language is not acceptable
- Understand that we may not always be able to provide you with a solution, however, we will try and assist you as much as possible

### **Our Service Standards:**

- We will be aware of our communication style and communicate in a professional manner
- We will have a complaints policy with clear timescales
- We will keep you informed if there is a delay with your appointment
- We will let you know how long things will take
- We will listen to your requests and take the necessary actions to assist you as much as possible
- We will respect your rights to confidentiality and share your data with other agencies only when it is covered by our data protection policies and practices. We will tell you we are doing this where appropriate.
- We will always treat you in a courteous, friendly and professional way
- We may not always be able to provide you with the solution you are looking for but we will assist you as much as we can

### ***Telephone***

- A staff member will answer the phone within 5 rings
- We will give our name when we answer a call
- We will ensure that when offices are closed, an answerphone or message service will be in operation
- We will respond to all telephone messages by the next working day

- We will always ask your permission before putting you on hold or transferring your call
- At the end of the call, we will thank you and ask you if there is anything else we can assist you with
- We may have to call you back. When we do, we will give you a time slot for when you can expect the call

***Our Written Communication***

- We will publish at least three newsletters to residents each year
- We will respond to any written correspondence within 5 working days where possible;
- We will respond to e-mails to our general email address within 2 working days
- We will respond to website questions/requests within 2 working days
- We will ensure we write in plain English and avoid jargon

***Meeting you in the office or at your home***

- We will see you within 5 minutes of your pre-arranged appointment time
- We will let you know approximately how long you must wait to see a member of staff if you do not have an appointment
- We will ensure staff members have name badges identifying themselves to you
- If English is not your preferred language, we can arrange an interpretation service
- We have a loop system for customers with a hearing impairment
- If we are unable to meet with you at the time agreed, we will contact you and rearrange the appointment at a suitable date and time.

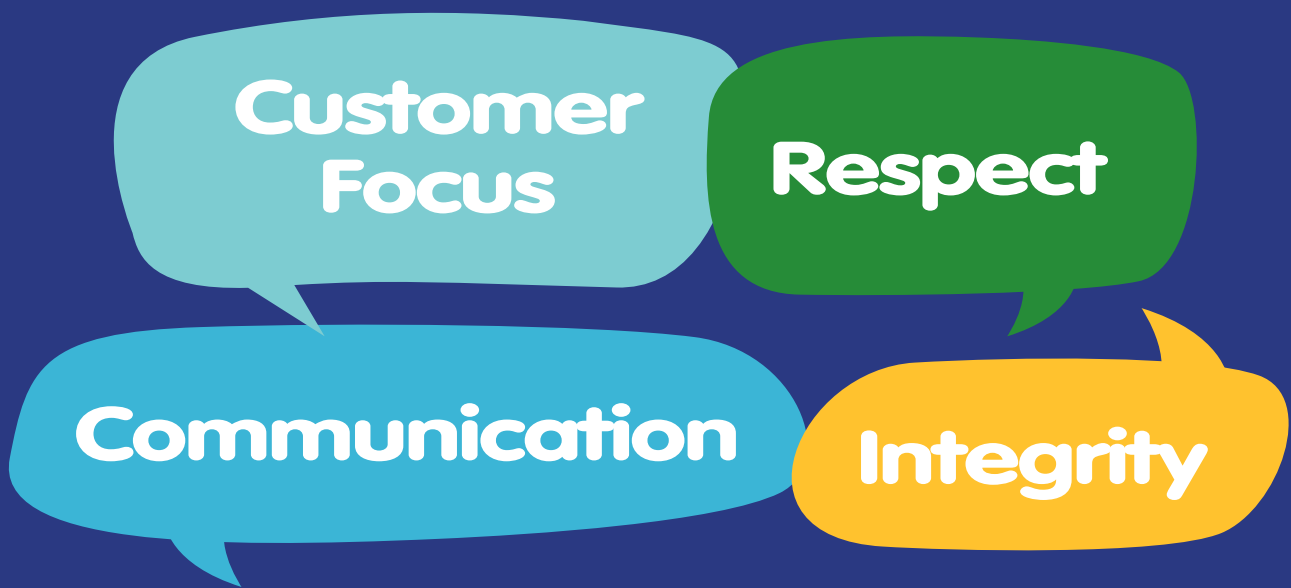
**Declaration**

Name: \_\_\_\_\_

I have read and understood the Customer Service Standards and agree to comply with the standards.

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_



CLOCH HOUSING ASSOCIATION LTD	
<b>Policy Name</b>	Customer Service Standards Policy
<b>Policy Category</b>	GOV
<b>Policy Number</b>	060
<b>Date Adopted</b>	20/09/2017 (Launched at the AGM)
<b>This Review</b>	11/03/2020
<b>Next Review</b>	March 2023
<b>Equalities Impact Assessment Required</b>	
<b>Link to other policies</b>	
<b>Consultation</b>	
<b>Need for Procedure</b>	