

# Customer Care Charter

We're committed to providing great customer care and services that meet the needs of everybody. The customer service standards set out below are the minimum key standards we will provide, but we aim to do even better.

## Our promises:

The promises below underpin our approach to customer care.

## We will always:

- Provide you with a range of ways to get in touch with us
- Be helpful, courteous and professional
- Deal with your enquiry at the first point of contact wherever possible
- Respect you and your home
- Aim to go above and beyond the call of duty.

## When you call us, we will:

- Aim to answer **70%** of calls within **60** seconds and give you our name
- Call back when we say we will
- Use appropriate voicemail messages
- Respond to messages within **48** hours.

## When you write to us, we will:

- Acknowledge your letter or email within **three days**
- Respond within **10 days** (enquiries and complaints).

## When we write to you, we will:

- Use plain English
- Use appropriate alternative formats
- Develop standardised letters which have been agreed with customers

## When you visit us, we will:

- See you within **10** minutes
- Ensure our offices are clean and tidy
- Offer the use of an interview room
- Always wear our ID badge.

## When we come out to see you, we will:

- Always show our ID badge
- Leave calling cards with the time, our name and contact number
- Keep to appointments as arranged and clearly communicate any changes.

## Whoever you are:

- No-one will be treated less favourably
- We will embrace diversity and value equal opportunity.

## If you need help understanding, we will:

- Offer translation interpreting services
- Offer a hearing loop in our office

## If you need services tailoring to your individual needs, we will:

- Provide accessible services for all
- Print calling cards in large print & on yellow paper
- Allow sufficient time for you to answer the phone and the door if you have mobility problems
- Offer same-sex visits wherever possible, on request.

## Listening to your feedback we will:

- Always welcome Customer feedback and provide you with a range of ways to make a compliment, comment or complaint
- Learn from what you tell us about our services and will keep you informed of how your feedback has helped us to change things for the better
- Operate a clear, fair and transparent approach to compensation

