

## Customer Service Standards

<p><b>Our Staff</b></p> <p>Staff will always be available to listen, always acting in a polite and professional manner.</p> 	<p><b>Answering Calls</b></p> <p>All telephone calls will be answered promptly, by friendly and helpful staff.</p> 	<p><b>Returning Calls</b></p> <p>Calls will be returned within one day or at a time agreed with the caller.</p> 
<p><b>Correspondence</b></p> <p>All correspondence will be clear, accurate and easy to read.</p> 	<p><b>Our Standards</b></p> <p>If we fall short of any of the standards, please let us know so we can put it right.</p> 	<p><b>Responding to Written Enquiries</b></p> <p>Enquiries made by email / post will be acknowledged within 24 hours.</p> 
<p><b>Resolving Enquiries</b></p> <p>When enquiries cannot be resolved immediately, we will keep you informed of progress until it is completed.</p> 	<p><b>Complaints</b></p> <p>Complaints will be sensitively handled and we aim, where possible, to have a resolution within 10 working days.</p> 	<p><b>Emergency Repairs</b></p> <p>We will offer an out-of-hours emergency telephone service 7 days a week.</p> 