

Customer Service Standards

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| <p>Our Staff</p> <p>Staff will always be available to listen, always acting in a polite and professional manner.</p>  | <p>Answering Calls</p> <p>All telephone calls will be answered promptly, by friendly and helpful staff.</p>  | <p>Returning Calls</p> <p>Calls will be returned within 4 working days or at a time agreed with the caller.</p>  |
| <p>Correspondence</p> <p>All correspondence will be clear, accurate and easy to read.</p>  | <p>Our Standards</p> <p>If we fall short of any of the standards, please let us know so we can put it right.</p>  | <p>Responding to Written Enquiries</p> <p>Enquiries made by email / post will be acknowledged within 24 hours.</p>  |
| <p>Resolving Enquiries</p> <p>When enquiries cannot be resolved immediately, we will keep you informed of progress until it is completed.</p>  | <p>Complaints</p> <p>Complaints will be sensitively handled and we aim, where possible, to have a resolution within 10 working days.</p>  | <p>Emergency Repairs</p> <p>We will offer an out-of-hours emergency telephone service 7 days a week.</p>  |