

# Customer Service Standards

## Our Staff



Staff will always be available to listen, always acting in a polite and professional manner.

## Answering Calls



All telephone calls will be answered promptly, by friendly and helpful staff.

## Returning Calls



Calls will be returned within 4 working days or at a time agreed with the caller.

## Correspondence



All correspondence will be clear, accurate and easy to read.

## Our Standards



If we fall short of any of the standards, please let us know so we can put it right.

## Responding to Written Enquiries



Enquiries made by email/post will be acknowledged within 24 Working/office hours.

## Resolving Enquiries



When enquiries cannot be resolved immediately, we will keep you informed of progress until it is completed.

## Complaints



Complaints will be sensitively handled and we aim, where possible, to have a resolution within 10 working days.

## Emergency Repairs



We will offer an out-of-hours emergency telephone service 7 days a week.