

# 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.

### 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 issue 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

### 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 help you 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.
- We will always treat you in a courteous, friendly and professional way
- We may not be always be able to give you the answer you are looking for but we will assist you as much as we can

### Meeting you in 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