

Contact Centre Service Standards

We are committed to providing high quality, customer-focused services and to delivering the very best customer care. We aim to make sure that you can contact us easily and have your questions or problems dealt with quickly, professionally and to your complete satisfaction.

Whenever you contact us, we want you to feel that we have listened to you and understood your needs.

Our commitment

Our Customer Contact Centre will be your first point of contact and the team will try to deal with most of your enquiries quickly and efficiently through your preferred method of contact.

Our staff will:

- Be **polite, friendly and helpful**.
- Have **access to relevant information** and be willing to listen.
- **Respond effectively and sensitively** to your feelings and needs.
- **Always make ourselves known** to the person / organisation we are dealing with.
- Treat everyone who uses our services **fairly and equally**.



When you contact us by phone, we will:

- Aim to answer your call within **20 seconds**.
- Aim to **resolve your enquiry** at the first point of contact.
- Offer to **ring you back within 24-hours** if the query is going to take longer to resolve.
- Ensure that if you need **specialist help**, your query is referred to the most appropriate member of staff.
- Provide a **24-hour emergency repairs service** outside office hours. Office hours are 8am – 8pm (Monday – Friday).
- Provide access to a **translation service** if you need it.
- Take account of any **additional support** needs you may have.



When you email or write in, we will:

- Aim to **acknowledge your contact within 1 working day** and provide a full response in 2 working days.
- Tell you if a **full response will take longer** than two working days and give you an estimated response time.
- Ensure that **any response we send is clear** and easy to understand.
- Include in our response **full details of who is dealing with your query** and how they can be contacted.
- Provide **documents in other formats** if required.



When you contact us through Facebook, Twitter Live Chat or Chatbot we will:

- Aim to respond to **Facebook or Twitter enquiries within 1 working day**.
- Respond to **Live Chat enquires** between 10am and 4pm (Monday – Friday).
- Ensure our **Chatbot can answer your question** or queries 24/7, 365 days per year.



How will we monitor our performance:

- By carrying out **regular feedback / satisfaction surveys** so that we can get your views on the service you receive.
- Carrying out **call quality checks** on Contact Centre advisors.
- **Monitoring our performance** at answering calls.
- **Monitoring formal complaints received** and learning from these and other feedback.
- Monitoring the **quality of our written responses**.

