

# Customer care

## service standard 2008-09



**We aim to ensure all our customers are treated politely, fairly and professionally so you feel valued and respected.**

### **When you contact us by telephone we will:**

- Answer your call within six rings
- Answer your call with a greeting that includes the name of the company, the office you have called and the name of the person answering the call
- Tell you the name of the person you are being redirected to if your call cannot be handled by the person who answered
- Offer to take a message if the person you need to speak to is not available. Ensure s/he rings back the same day or if this is not possible on the next possible working day
- Work with Nottingham City Council and other organisations to help you get an answer if we are unable to fully resolve your query
- Offer an interpreting service if you do not speak English.

### **When we visit you in your home we will:**

- Make and keep an appointment with you. If you request it this will be with someone of the same gender or ethnic background
- Carry proof of identity and be respectful to you and your home
- Leave a calling card if you are not at home, giving details of why we visited you and who you should contact to re-arrange the appointment.

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(continued)



### **When you visit one of our offices we will:**

- Keep the reception area clean and tidy and display relevant and up to date information
- Offer you a private interview if you request one
- Aim to keep you waiting for no longer than five minutes, and explain why if you have to wait for longer
- Ensure the office is easily accessible and meets the requirement of the Disability Discrimination Act
- Provide induction loops, arrange sign language facilities, interpreters or translation services if you require them. These may not be available immediately, so we may have to make an appointment at a later date.

### **When you contact us by letter or e-mail we will:**

- Reply to you within five working days. If we cannot respond fully in that time, we will tell you who is dealing with your enquiry and when you can expect a full response
- Reply to you using plain English (or other language if you do not understand English) and in a format of your choice (for example large print)
- Keep a record of how you would like us to respond to you, either in person, by telephone, or in writing.

### **If you wish to compliment, comment or complain about us we will:**

- Advertise clearly how you may do so and make it easy for you to complain in person, by letter, e-mail or by telephone. You can also ask a representative to make a complaint on your behalf
- Reply to your complaint within five working days. If we cannot respond fully in that time, we will acknowledge your complaint and tell you who is dealing with it and when you can expect a full response.