

Customer Services



1. All our customers will be treated in a fair and consistent manner, which will be sensitive to the situation and the needs of the individual. Your contact with us will always be treated as confidential in line with our data protection and confidentiality policy.
2. We have published a range of useful leaflets and other material in a variety of formats. As a minimum this will include standard and large print, audio tape, Braille and translation into community languages.
3. Our staff are trained to deal with your enquiry as effectively as possible. If a member of staff cannot answer a query directly, they will personally make sure that you are put in touch with the most suitable person. We are always happy to visit you at home on request.
4. Our staff will be courteous and friendly whenever they speak with you.
5. Our staff will be neatly dressed, wear name badges and give their name when answering the telephone, or where a customer appears to have a visual impairment.
6. Our offices will be welcoming and accessible to the community. As a minimum this will include wheelchair access, translation facilities, hearing loop, full set of our leaflets, suggestion box and customer comment board. A sign with logo will be provided detailing the office opening hours and out of hours telephone number. The details will be visible from ground level when the office is closed.
7. We will answer telephone calls promptly and only use answerphones to ensure that we do not miss your call. Our recorded messages will be clear, up to date, provide alternate contact details wherever possible and allow you to leave a message. We will respond to any messages as soon as possible, and always by the next working day.
8. If you have an appointment with us, we will do our best to meet you on time. If we cannot, we will keep you informed. In return, we ask you to keep appointments on time, as this helps us to keep appointments with other customers.
9. We will do our best to deal fully with your enquiry within five working days. If we cannot do this, we will let you know about the delay and when we expect to be able to give you a full answer.
10. Good customer service depends upon our customers being as helpful to us as we are to you. Please be polite when speaking to our staff. We will not tolerate foul and abusive conduct and will take suitable steps, including legal action if necessary, when customers behave in this way. We also ask you to be patient. We do our best to deal with customers as quickly as possible but there are times when we are very busy.

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service standards

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11. We will monitor these service standards regularly and use this information to make sure we are keeping to these standards and to see if they can be improved in any way.

12. If you are unhappy about the way any aspect of your contact with us has been dealt with, please let us know as soon as possible so that we can put things right. If at all possible, please contact any member of our staff. You may also use our Customer Feedback line and our complaints process. Copies of our "tell us what you think" leaflet are available at each of our offices and to download here (1.21MB PDF Download). We will be happy to post one to you if you wish.

Of course, we are always very pleased to hear from customers who would like to tell us about the good service they had from Pennine Housing 2000

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