

## CUSTOMER SERVICES

### Accessing our services

We want to ensure that you can access our services in ways that are most suitable for you and at times when it is convenient for you. We will also provide information in the way you want it.

#### When you contact us we will:

- Always treat you with respect and be polite and courteous. We ask that you treat our staff and our partners in the same way.
- Always aim to deal with your queries quickly and effectively at the first point of contact.
- Ensure that if we are unable to provide answers straight away, we will keep you regularly informed until your queries are resolved.
- Ensure that if you need specialist help your query will be referred to the most appropriate member of staff and dealt with quickly and effectively.
- Monitor the quality of our responses to your queries to ensure we provide the highest standard of service in a timely manner.

Service Standard	Target
Provide a service which customers rate highly for satisfaction: 80% or higher in customer satisfaction index	90%

#### When you contact us by telephone, our Customer Services Team and Contact 24 (Our of Hours Team) will:

Service Standard	Target
The average queue time for callers will be less than 60 seconds.	60 seconds
The number of people who hang up before their call is answered will be 7% or less.	7% or below
Respond to queries in accordance with our agreed quality standards ( GREAT conversation model).	90%
Return your 'ringback' request time	20 minutes
Text confirmation and reminders will be offered for repair appointments.	

Please note that calls received and made by our Customer Services Team and Out of Hours Service will be recorded for training and quality purposes to help us provide the best possible service to you.

## When you visit our offices we will:

- Make an appointment that is convenient for you to attend.
- Ensure that our offices provide a welcoming and friendly environment and are accessible to all customers.
- Offer you private interview facilities if required.
- Make additional services available if required, such as hearing enhancements and translation services.

## When we visit you at home, we will:

- Make appointments at times that are convenient to you and will always respect you and your home.
- Inform you as soon as possible if the appointment cannot be kept and we ask that you do the same.
- Leave a card if you are not in.
- Always show you identification.

### Service Standard

Make appointments that are convenient to you.

Keep appointments to agreed times or contact you to inform you of delays.

Show you identification.

## When you write to us we will:

- Respond to your letters, emails, website, social media and SMS text enquiries quickly, effectively and courteously.
- Ensure that any response we send is clear, easy to understand and in a format that meets your needs.
- Include details of who is dealing with your query and they can be contacted.

We have a complaints process which is quick, clear and accessible. See Complaints Service Standard.

Your Customer Service Centre numbers:

0300 555 5561	WAKEFIELD
0300 555 5556	ROSSENDALE
0300 555 5559	COLNE
0300 555 5557 0300 555 5558	CALDERDALE SHEFFIELD
0300 555 5560	BLACKBURN
Office hours are 9am until 5pm Monday to Friday.	

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