

CUSTOMER SERVICE STANDARDS

General:

- Treat you with respect at all times
- Provide you with information that is clear accurate and honest
- Communicate in a way that suits you
- Treat you and your family fairly whatever your age, ethnic origin, disability, gender, sexuality or religion.
- Make our offices accessible
- Display relevant up to date information leaflets
- Display office opening hours and details of how to contact us outside these hours in offices and on the website
- Give you the opportunity to comment, compliment or complain about our services

In person we will:

- Greet you in a friendly polite manner
- Wear a name badge so you know who you are speaking to
- See you within 15 minutes even if you don't have an appointment

In writing we will:

- Respond to any written correspondence within 5 working days
- Acknowledge complaints within 2 working days and respond with findings within 10 working days
- Communicate in plain language and not use jargon
- Produce documents in your preferred language or format on request within 7 days

Via the telephone we will:

- Answer the telephone stating our full name and team
- Respond to voicemail and telephone messages within 2 working days
- Leave voicemail recordings advising you if we are out of the office, when we will return and how you can contact us or another member of staff

Via email we will:

- Respond to your query within 5 working days
- Leave an out of office message advising you how you can contact us or another member of staff when we are not in

We will also:

- Give you the opportunity to test these standards by becoming a mystery shopper
- Display information on our performance every 3 months. If you would like to comment on these standards please contact getinvolved@cosmopolitanhousingassociation.co.uk

These standards have been produced following consultation with residents.