

CUSTOMER SERVICE



Tai Cymdogaeth is committed to providing high quality services for all our customers. We will treat all our customers fairly and equally, with courtesy and respect

Staff

Staff will:

- ❑ be highly trained to provide an excellent and up to date service
- ❑ be polite and professional at all times
- ❑ wear name badges and/or carry identity badges
- ❑ be helpful in sorting out queries and other matters
- ❑ explain our policies and procedures in a simple and straightforward way
- ❑ give guidance/advice for contacting other agencies if we are unable to help
- ❑ help you fill in the relevant forms
- ❑ respect confidentiality at all times

Phones

Staff will:

- ❑ answer the phone before it rings six times
- ❑ give their name and the name of their specialist service team
- ❑ only use answer-phones to ensure that we do not miss your call
- ❑ return phone calls within 24 hours

Letters, e mails and faxes

We will:

- ❑ acknowledge letters, e mails and faxes within 5 working days
- ❑ reply to letters and e mails within a further 5 working days
- ❑ return faxes within 24 hours
- ❑ send you forms and leaflets within 2 working days
- ❑ make sure that all letters are accurate and easy to understand

Offices

We will:

- ❑ publish and display our Area office opening hours in each office, in the Tenant Information Pack and on our website www.cymdogaeth.com
- ❑ make our offices welcoming and accessible the community by providing:
 - ⇒ wheelchair access
 - ⇒ translation services
 - ⇒ hearing loop
 - ⇒ private interview facilities
 - ⇒ leaflets and information

- aim to see you at our offices within 10 minutes

Appointments

We will:

- make appointments which are convenient to you
- promptly attend appointments and, where possible, keep you informed if we cannot

In return, we ask you to keep appointments on time, as this helps us to keep appointments with other customers

Information

We will provide:

- key information in Welsh
- leaflets and other information in a variety of formats, upon request:
 - ⇒ large print
 - ⇒ audio tape
 - ⇒ Braille
 - ⇒ translated into community languages
- a guide to our Service Standards
- an Information Pack for all residents
- three issues of the magazine News 'n' Views every year
- an Annual Report about our performance
- a website that meets the guidelines set out in the Disability Discrimination Act 1995/2005 and is fully bilingual

Consistency

We will:

- monitor work for consistency of approach and compliance with policies and procedures

Consultation

We will:

- involve residents in as many ways as possible to ensure they have their say
- support the Resident Partnership and other tenant initiatives
- encourage and support tenant Board members
- consult customers on any major change in service delivery
- carry out a tenant satisfaction survey every three years

Please be polite when speaking to our staff. We will not tolerate foul language or abusive behaviour and will take suitable steps, including legal action if necessary, when customers behave in this way. We do our best to deal with customers as quickly as possible but there are times when we are very busy