

Our Customers

Service Standard

Introduction

We are committed to providing fully accessible services that are tailored to the needs of our customers and their changing needs.

Our Service Standard

When we meet in person and speak to customers we will:

- Identify ourselves verbally and wear our ID badge
- Be professional and positive
- Be well informed, so we are able to help
- Be effective in listening and responding
- Be fair and support individual needs
- We will listen to the customer and maintain respect and courtesy at all times
- Treat customers as individuals
- Offer choices where possible
- Provide a hearing loop service
- Offer translation/interpretation services
- When at our desk we will answer your call within 30 seconds (does not include time spent in our telephone queue)

When we send a letter or email to a customer we will:

- Reply to you in plain English
- Explain why it will take longer if we are unable to reply to you in full within 10 working days
- Respond by telephone where possible, if the enquiry is urgent

- Offer Sensory impairment services
- Offer translation/interpretation services

What we ask of you

Please:

- Treat our staff with respect and consideration
- Be open and honest
- Give us the information we need to deal with your enquiry
- Give us honest and constructive feedback so that we can improve our service in the future

Our customer Charter (TBC)

We listen to people and treat everyone with respect and politeness.

- We measure customer satisfaction and take action if we aren't doing as well as expected.
- We use plain English in our letters, website and emails.
- We give a main point of contact for questions or problems.
- We provide services on the web and social media, and customers can get in touch by phone or writing if they prefer.
- We will always try to give customers a choice of service, home and location.
- We will have clear service standards and guidelines, so we and our customers know what to expect.
- We tell our customers what the charges they pay are for.
- We have a clear complaints process and publish information about complaints (without customers' names or anything else which could identify them).

Where we have let you down

We will:

- Try to put it right straight away
- Give you an explanation
- Agree a solution with you, where we can
- Use what we learnt from our mistakes to help us improve our services for the future.

If you are still dissatisfied, you can make a compliant, our Making a Complaint service standard tells what you can expect.

How to contact us

In writing:

Customer Service Centre
Chorus Homes Group
Brook House
Ouse Walk
Huntingdon
PE29 3QW

Call us:

0345 2669 760

Email:

customerenquiry@chorushomesgroup.co.uk

Website:

www.chorushomesgroup.co.uk



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Homes**

Part of Places for People