

Cadwyn Customer Service Standards

We aim to ensure that we give our customers the personal service and response that we would want, if we were in their place.

We believe our customers have a right to expect from us good standards of personal service. They should be treated with equal respect, listened to and responded to in a manner which is polite, helpful and timely.

Cadwyn will:

- Listen to customers and make every effort to help.
- Be fair, responsive and courteous to all our customers.
- Provide a service that is polite, friendly and professional.
- Offer communication through the medium of Welsh or English according to the personal choice of the individual.
- Develop our website and use of social media such that the following standards would apply equally whatever the method of communication.

How we will achieve this

· If you phone we will:

- Answer your telephone call promptly and let you know who you are speaking to.
- Respond to your phone message by the next working day at the latest.
- Try to address your enquiry immediately, or arrange to call you back within 2 working days.
- Aim to minimise the number of people you need to speak to.
- Use answer phones and voicemail to make sure you get a response.
- Welcome calls and correspondence in Welsh. Our standard practice is to ensure that the public can speak in Welsh or in English when dealing with us in person or over the telephone.
- Arrange to use translation services if English is not your first language.

· If you write, text or email us we will:

- Acknowledge receipt of your enquiry within three working days.
- Reply to your email, text or letter within 7 working days.
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· If we write to you we will:

- Respond using plain language.
- Provide a translation service for those customers for whom English is not their first language upon request.
- Provide large type, Braille or audio tapes upon request.
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If you visit us we will:

- Always try to have someone available who can answer your query when you call to the office. If this is not possible, we will contact you with an answer to your query as soon as we can.
- Provide a friendly, comfortable and accessible reception area and offer private interview facilities.
- Keep the reception area clean, tidy and adequately staffed from 9am until 5pm.
- Ensure our reception is accessible to everyone, particularly people with disabilities.

If we visit you we will:

- Come prepared and arrive at the time we say we will or inform you if we are going to be unavoidably delayed.
- Carry identification badges.
- Treat your home with respect.
- Leave a calling card if you are not in, giving the name and phone number of the person to contact.
- Not smoke in your home and ask that you do not smoke for an hour in advance of any staff member visiting.

At all times we will:

- Treat you with respect; be polite, patient and honest.
- Not discriminate against anyone, irrespective of sex, race, age, cultural belief, religion, sexual orientation, gender, partnership or disability.
- Be responsive to any specific individual needs of any of our customers.
- Contact you by your preferred method (visit, letter, phone, email etc).
- At the end of a conversation go back over the key points and highlight the action points so that both parties are clear on what happens next.

Please help us to help you by:

- Having any reference numbers to hand when contacting us.
- Telling us what the problem is and what needs to be done.
- Allowing reasonable access for repairs, including gas servicing inspections.
- Keeping appointments with us or our contractors, and let us know, with as much notice as possible, if you need to change the appointment.
- Keeping to the terms of your tenancy agreement.
- Being polite when telephoning or writing to us, even if you feel we have done something wrong.
- Advising us of any changes to your circumstances or household so we can update our records and be able to communicate effectively with you.
- Advising us of your email address or mobile telephone number so we can communicate with you via email or text.

How we will achieve this:

- By investing in appropriate and relevant staff training.
- Providing a website with a wide range of information on the services Cadwyn provides.
- Providing information in a range of formats and languages on request.
- Producing a regular newsletter.
- Encouraging customer feedback.
- Ensuring all staff and contractors abide by Cadwyn's Customer Service Standards.
- Advising you of any changes to our business hours, contact numbers or web addresses.
- By undertaking regular, relevant and focused reviews of service provision.
- Involving users in setting and reviewing standards.

How we will know if we have achieved this:

- Analysing feedback provided through satisfaction surveys.
- Monitoring data collected from the telephone system.
- Monitoring the number and type of complaints received and what we have learned from them.
- Mystery shopping our services.

Putting Things Right

We aim to provide good service, but if you feel we have fallen short of our standards, we want to know how things have gone wrong so we can put them right.

We will:

- Apologise if we have made a mistake or failed to meet our standards
- Advise customers of the complaints procedure if our service fails to meet customer expectations, which includes a right of appeal and access to compensation in specific circumstances.
- Acknowledge your written complaint within 3 working days.
- Reply in full to your complaint within 10 working days.
- Record and monitor and learn from complaints received to enable service improvements.