



## **Customer Service Standards February 2015**



## 1.0 INTRODUCTION

Customer service is at the heart of everything we do and we want to get it right first time.

We are committed to providing an efficient and customer-focused service and are responsible for making sure that our services meet the standards and outcomes detailed in the Scottish Social Housing Charter. The Charter aims to improve the quality and value of the services we provide.

Our Customer Service Standards tell you what to expect from Link staff and contractors. They are part of our commitment to put you first and deliver services that are accessible to everyone.

We will report our performance on customer service in our annual performance report to customers as well as through updates in newsletters and on our website.

Equality and diversity underpin all our activities and services. When delivering our services, our staff will never discriminate on the basis of age, gender, race, colour, ethnic or national origin, religion, marital status, family circumstances, political or sexual orientation, medical condition or disability.

Our standards are what you should expect from Link, but we also ask that you:

- Treat our staff with courtesy, respect and dignity
- Keep any appointments that you have with us
- Give us the information we need to help you
- Give us your views and suggestions to help us improve our services

## 2.0 OUR COMMITMENT TO YOU

In all your contact with Link, we will:

- Treat you fairly, with respect and in a professional manner
- Be polite, honest and courteous at all times
- Always identify ourselves by name, wear a name badge and, where appropriate, wear Link branded clothing
- Ensure, by listening to you, that your needs are identified and understood
- Provide information or advice which is concise, accurate, jargon free and in plain English
- Provide information in large print, Braille or audio tape on request
- Provide access to hearing loops and translation or interpretation services on request
- Respect your right to confidentiality and keep your personal information secure in accordance with data protection legislation



- Always make sure that someone takes responsibility to deal with your enquiry so we can resolve as many enquiries as possible at the first point of contact
- Make sure our staff have excellent customer care skills to deliver our services
- Use any feedback you provide to shape the services we deliver

## **2.1 Meeting you in person**

If visiting you at home, we will always:

- Treat your home with respect
- Let you know what a visit is for and make an appointment at a time suitable for you
- Arrive within 10 minutes of a pre-arranged appointment or telephone to advise of any delay
- Tell you in advance if we need to cancel an appointment
- Leave a calling card when contact has not been possible to let you know how to rearrange your appointment
- Confirm in writing any agreed actions from meetings within five working days.

If you visit our offices, we will always:

- Arrange to discuss personal information in a confidential environment
- Meet you within five minutes of an agreed time for any pre-arranged appointments
- Let you know how long you will have to wait to speak to a member of staff if you do not have a pre-arranged appointment
- Provide an alternative appointment if the staff member you want to speak to is not available or there is no other member of staff who can help

## **2.2 On the telephone**

If you call us, we will:

- Answer the telephone within 20 seconds when the office is open
- Respond to telephone messages, left on our voicemail facility when the office is closed, within four hours of opening the next working day
- Call you back, if you have asked us to, within 24 hours of your request when possible and no later than 3 days.

## **2.3 In writing**

If you write to us, we will:

- Reply to letters requiring a response within three working days where possible (and no longer than five working days)
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- Include a contact name and telephone number, together with any other information needed (eg reference number)

If you email us, we will:

- Acknowledge receipt of your email within 24 hours
- Reply to those requiring a response within three working days where possible (and no longer than five working days)

## 2.4 Additional service standards for tenants

Link tenants have additional service standards and rights in relation to repairs and maintenance. These are detailed in the Tenant Handbook.

## 3.0 COMPLIMENTS AND COMPLAINTS

We encourage you to let us know by phone, email, surveys, letter or face-to-face what you thought of the service you received – whether it is a compliment or a complaint. The feedback you provide helps us improve our services.

We will:

- Ensure that comments, feedback or complaints are accurately recorded
- Ensure that someone takes responsibility to deal with a complaint if it cannot be resolved by the person you have contacted
- Aim to resolve all concerns raised by customers as soon as possible
- Always follow the Scottish Public Sector Ombudsman's Complaint Handling Guidelines



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