



**Customer Service Standards
2017 – 2020**

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.

Our commitment to the values of equality, diversity and inclusion 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.

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 you with different ways of getting in touch
- Provide information or advice which is concise, accurate, jargon free and in plain language
- Provide information in other languages, 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 try to resolve your enquiry 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

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

- Treat our staff with courtesy, respect and dignity

- Keep any appointments that you have or contact us if you need to change the date or time
- Give us the information we need to help you
- Give us your views and suggestions to help us improve our services

2.1 Meeting You in Person

If visiting or carrying out work in your home, we will always:

- Treat your home with respect
- Let you know why we are visiting
- Arrive promptly for a pre-arranged appointment, or telephone to advise of any change.
- Tell you in advance if we need to reschedule 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
- If there is nowhere available at the time, we will arrange a suitable time and place to meet with you
- 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.
- Meet you within five minutes of an agreed time for a pre-arranged appointment
- 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.

2.2 On the Telephone

If you call us, we will:

- Answer the telephone within 30 seconds when the office is open, but at certain times you may have to wait longer.
- Respond to telephone messages left on our voicemail facility, when the office is closed or calls are diverted to voicemail for other reasons, within four hours of opening the next working day
- Call you back, if you have asked us to, within 1 working day. If you want to speak to a specific person who is not available, we will call you back to arrange a mutually convenient time for a telephone call. .

2.3 In Writing

If you write to us, we will:

- Acknowledge receipt of your letter within 1 working day by letter, telephone or email

- Reply to letters requiring a response within five working days
- 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 1 working day
- Reply to those requiring a response within five working days

If you text us, we will:

- Acknowledge receipt of your text within 1 working day
- Reply to those requiring a response within five working days.

Where we offer a Live Chat facility, we will:

- Respond to your chat within two minutes
- Request a callback from a department if we are unable to provide an answer
- Respond to messages left when the office is closed, within four hours of opening the next working day via the preferred method of contact

2.4 Additional Service Standards

There are additional service standards and rights in relation to repairs and maintenance. These are detailed on our website at www.linkhousing.org.uk/tenants-area/repairs-and-maintenance.

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

For more information and timescales on Link's complaints procedure, please visit our website at www.linkhousing.org.uk

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