

### **Customer First - Behaviours**

We're committed to delivering excellent customer service to our tenants, owners, visitors and other stakeholders.

We've developed our Customer First approach so that everyone knows what we mean and our staff understand the behaviours they must embrace.

These are:

- |                              |  |
|------------------------------|--|
| <b>Taking Ownership</b>      | <b>– it's my job to help you</b>           |
| <b>Looking for Solutions</b> | <b>– I can offer you an answer</b>         |
| <b>Making a difference</b>   | <b>– what I do matters</b>                 |
| <b>Valuing Complaints</b>    | <b>– I will listen if things go wrong.</b> |

We know that sometimes things go wrong so we have a complaints process in place, accredited by the Scottish Public Sector Ombudsman, to ensure any complaint is listened to and resolved and that we learn from our mistakes.

### **Customer First - Service Standards**

Our Customer First Service Standards apply to every service we provide.

Our service specific standards (for example in relation to repairs or anti-social behaviour) are outlined in our policies.

To make sure we deliver on our promises we will work with our scrutiny panel members to monitor and test our performance and report annually our findings to you.

### **Customer First - Service Promises**

We will:

- Be polite, friendly, courteous and helpful
- Treat all customers fairly and with respect and dignity
- Wear identification badges at all times
- Provide good quality information in the way you want it
- Tell you what we can provide, who to contact and how
- Tell you how to make a compliment, complaint or suggestion
- Keep you up-to-date with how we're doing.

### **When you write to us by letter or fax, we will:**

- Reply within 5 working days
- Ensure all our responses are clear, easy to understand and provide a contact name and telephone number
- Advise you what to do if you need more help
- Use clear, jargon-free language.

### **Customer First - Our Offices**

Will:

- Be clean, tidy and welcoming
- Be easy to access or we will make alternative arrangements if you can't come to our offices
- Have an induction loop to help our customers with a hearing problem
- Have rooms where you can talk to us in private
- Have information about services displayed on noticeboards.

### **When you email we will:**

- Acknowledge your email within one working day
- Give you details of who is dealing with your enquiry
- Reply to you within 5 working days.

#### **When you call we will:**

- Answer the phone within 10 seconds
- Greet you politely and clearly and tell you who you are speaking to
- Listen carefully
- Give you the name of the person or department you are being transferred to
- Give you the choice of leaving a voicemail if the person you want to speak to is not available.
- Respond to voicemail messages within one working day.

#### **We want to know what you think of our services and will:**

- Encourage you to give us your feedback about our services in ways that suit you
- Create opportunities for you to get involved at a level that you want
- Update our website ([www.qcha.org.uk](http://www.qcha.org.uk)) with news about our services
- Deliver our newsletter to our tenants every three months
- Provide staff and other resources to develop new ways of getting you involved in improving our services.

#### **We ask you to:**

- Be courteous and respectful towards us
- Provide the information we need
- Make suggestions about how we can improve our services.
- Help us to help you by letting us know:
  - If you need to cancel or rearrange an appointment
  - If you need any assistance to make our services accessible
  - If you are pleased with the service you have received or
  - if you're unhappy with a service you've received.

#### **When you visit our offices, we will:**

- Not keep you waiting longer than fifteen minutes
- Make you feel welcome
- Find out how we can help you.

#### **When we visit you at home we will:**

- Arrange an appointment in advance\* at a date and time that is convenient to you
- Ensure all staff have identification cards
- Leave a calling card when a home visit is made and you are not at home. This will provide you with a staff member's name, contact details and reason for calling.

*\*whilst appointments will be made for most home visits, there may be times when we visit your home unannounced.*