



# CUSTOMER CARE

## SERVICE STATEMENT



# THE SERVICE YOU CAN EXPECT


## YOU WILL:

- Be treated with courtesy and respect
- Be treated fairly, whatever your age, nationality, ethnic origin, gender, sexual orientation, disability, religion, belief or marital status
- Have your confidentiality respected
- Be able to receive clear, accurate and truthful information

## WE WILL:

- Offer you a mutually convenient appointment
- Let you know the name of the member of staff dealing with your query
- Have reception staff wearing name badges
- Issue staff and contractors with identity cards that will be worn or shown on request
- Keep appointments we have made or let you know in advance if we need to rearrange


## WHEN YOU TELEPHONE US, WE WILL:

- Answer your phone call within 5 rings
  - Tell you the name of the person you are talking to
  - Phone you back using our line if you would prefer and it is appropriate to do so
  - Take a message where appropriate and get the right person to phone you back
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## **OUR STAFF WILL:**

- Help you to complete our forms
- Explain information or documents
- Help to provide a translator if you do not speak English as a first language

## **OUR OFFICES WILL:**

- Have disabled access to our services, wherever possible
  - Provide rooms where you can discuss issues with us in private
  - Provide information about Eden Housing Association services
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# SERVICE STANDARDS FOR CUSTOMER CARE

**At Eden we want to ensure that our services are accessible and that we provide the best possible standard of service.**

**To meet this aim we will:**

- Ensure that the member of staff you make contact with will take responsibility for making sure that your query is dealt with within agreed timescales
- Aim to resolve your query quickly and, if possible, during your first contact with us
- Offer an appointment to see someone and, if required, arrange for a signer, hearing loop or interpreter to be available
- Make sure our services are easily accessible, understandable and available for all customers
- Arrange a home visit on request
- Use plain English or other languages where needed
- Work with our partners to promote equality of treatment for all and to prevent discrimination in all areas of service delivery
- Identify any individual needs to ensure all customers receive the appropriate service

- Take seriously a complaint made about our services and inform you of the outcome
- Admit when we have made a mistake and do our best to put things right
- Request and act on your suggestions to improve our services

Our offices are open 9am – 5pm  
Monday to Friday (9.30am on  
Wednesdays)

## **WHAT IF WE DO NOT MEET THIS STANDARD**

If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with
- If you are still unhappy, ask to speak with the manager
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints"

## **CONTINUOUSLY IMPROVING OUR SERVICE**

We work together with our customers to:

- agree our targets for improving our service
- measure and monitor our performance against these
- communicate the results to our customers and staff

## OUR AIMS

To deliver a service that is efficient, reliable, cost-effective and which is continuously improving.

To engage with customers in a professional, warm, friendly helpful manner and to speedily conclude matters to the customer's satisfaction.

To promote equality and fairness of treatment for all our customers.

To work to remove barriers which prevent people from accessing our services.

To value the contribution made to our community by people from diverse backgrounds.

To treat everyone as an individual.



## OTHER FORMATS, OTHER LANGUAGES


We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Lãngüagê Liñè



business for neighbourhoods



INVESTOR IN PEOPLE



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✉ email: [enquiry@edenha.org.uk](mailto:enquiry@edenha.org.uk)

🌐 [www.edenha.org.uk](http://www.edenha.org.uk)

☎ freephone repairs helpdesk: 0800 3581401

☎ freephone housing hotline: 0800 1833948