

Our customer promise

To deliver high quality homes and housing
services to the communities of Cornwall



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**CORNWALL
HOUSING**

www.cornwallhousing.org.uk
Tel: 0300 1234 161

Our Customer Care policy

We want to make sure that you receive consistently good customer service when you phone, visit or contact us.

This leaflet covers what you can expect:

- when we deal with your enquiry
- when we meet you face to face
- when we speak to you on the phone
- when we visit your home
- if we email or write to you
- if you contact us with a comment, compliment or complaint
- what you can do to help and
- how we deal with unacceptable actions or behaviour



When dealing with your enquiry

We will:

- treat you professionally and with respect at all times
- deal tactfully with any support needs you may have
- make sure that we record your details correctly
- provide accurate information
- maintain confidentiality where appropriate
- aim to answer your enquiry correctly the first time
- listen to your views and act on your feedback where appropriate
- offer you information in alternative formats including large print and audio if you require this
- work with you to meet any cultural or similar needs you may have

“We will treat you professionally and with respect at all times”

When we meet you face to face

We will:

- wear visible identity badges displaying our names
- agree with you how and when we will respond to any enquiries that can't be resolved straight away

When we speak to you on the phone

We will:

- aim to answer your call within 20 seconds
- ensure that you are given a choice regarding speaking to an advisor or leaving a message during our office hours which are 9.00am to 5pm Monday to Friday
- ensure that you will not have to repeat your enquiry to several members of staff
- agree your preferred method of communication, for example, using text phone, or text messaging where facilities exist if you cannot use a standard phone
- provide an emergency contact 24 hours a day, 365 days of the year

When we visit you at home

We will:

- always show you our identification before entering your home
- ask you if it is convenient to talk to you inside your home before entering if we do not have an appointment with you
- treat your home and household members with respect

When we email or write to you

We will:

- respond to your letters or emails in full within 10 working days, and if this is not possible, contact you to explain why
- ensure our letters and emails to you are clear, easy to understand and accurate
- acknowledge and respond to all the issues you raise in your letters or emails
- provide an email address, contact person and telephone number on our letters and emails to you

“ We will acknowledge and respond to all the issues you raise in your letters or emails ”

When you contact us with a comment, compliment or complaint

We will:

- aim to resolve your concerns straight away
- tell you what the next steps are, including how you can make a formal complaint and how it will be handled if you are still dissatisfied with how we have resolved things
- tell you how we use comments, compliments and complaints to improve our services
- provide different ways for you to make comments, compliments and complaints, including through our website, suggestion boxes in our main reception areas, surveys, questionnaires and focus groups

What you can do to help us

- make sure you have any relevant documents to hand when you contact us
- provide accurate information
- let us know in advance if you cannot keep an appointment so we can arrange another for you
- let us know if you have special needs so we can make arrangements to meet your needs
- treat our staff with respect
- let us know if your contact details change

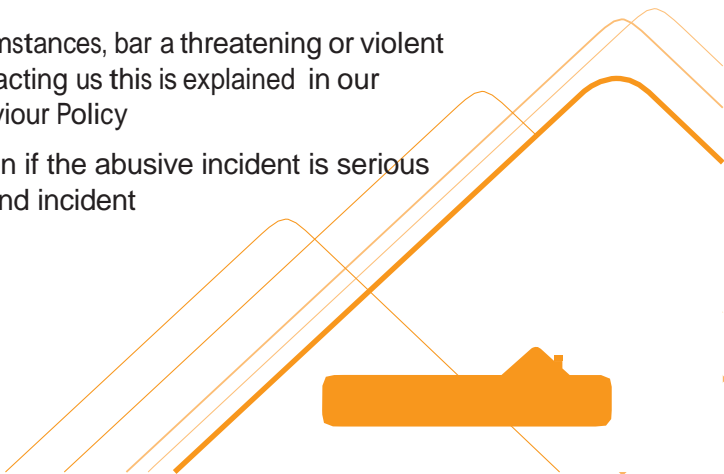
- join one of the tenants' groups that help us to improve our performance and services ring our Consultation and Engagement Team on **0300 1234 161**
- tell us if you are dissatisfied with the service you have received from us

How we deal with abusive customers

This type of behaviour is very rare, and we only take these actions in exceptional circumstances.

We will:

- explain that the call, interview or visit will be ended if the abusive behaviour or language continues
- end the call, interview or visit if the abuse continues
- notify an appropriate manager of the action that has been taken
- make a note on the customer file recording the abusive behaviour this may affect how we deal with your enquiries
- write to explain that the abusive behaviour is not acceptable
- consider legal action if the abusive incident is serious or if there is a second incident
- in exceptional circumstances, bar a threatening or violent customer from contacting us this is explained in our Unacceptable Behaviour Policy
- consider legal action if the abusive incident is serious or if there is a second incident



Getting in touch with us

If you wish to contact us either to make a request for an alteration or improvement or just to discuss any issues generally, you can do so in one of the following ways:

Telephone: **0300 1234 161**

Email: **info@cornwallhousing.org.uk**

Fax: **01872 260678**

Text: **07941 712 712**

Write or call in to:

Cornwall Housing Ltd

Chy Tревail

Beacon Technology Park

Bodmin

Cornwall, PL31 2FR

If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Treyew Road, Truro TR1 3AY

Telephone: 0300 1234 100

Email: enquiries@cornwall.gov.uk

www.cornwall.gov.uk

