

KING STREET HOUSING SOCIETY

Customer Care Standards

This is what you can expect when you deal with King Street Housing Society

Our staff will always:

- Be polite, helpful and well informed
- Respond quickly to your enquiry or request
- Treat you with respect - and ask that you treat us with respect also
- Respect your confidentiality

'Phoning the office

- We will answer your call promptly
- Staff will give their name and ask how they can help you
- If we need to take a message we will 'phone you back as soon as we can
If you don't have a phone we will visit or write within 5 working days

Visiting the office

- Staff will wear name badges, so you will know who you are talking to
- Generally, you will be seen by our reception staff as soon as you enter the office – if we are busy you will not have to wait longer than 5 minutes
- If your enquiry or request is confidential we will take you to a private office
- If you need to see a specific member of staff we will advise you to make an appointment in advance

Letters and e-mails

- We will reply fully to all letters and e-mails within 5 working days. If this is not possible, we will write and tell you how long it is likely to take.

At your home

- We will respect your privacy
- Our staff and our contractors will always produce a valid form of identification
- If you ask us to visit you at home, this will be arranged within two weeks at a mutually agreed time

Complaints

- We want to know if we have got things wrong – please do not suffer in silence
- Complaints help us to see where we need to improve
- We therefore welcome complaints from our customers
- If you are not happy with the service you have received – please complain!

