

GUIDE TO CUSTOMER CARE



AIRE VALLEY HOMES LEEDS
CUSTOMER INFORMATION



Our customers are at the heart of our service. Whenever we plan new initiatives we consult with individuals, tenant groups and customer panels through our **'Connected Customers'** strategy. All views and comments on improving our services are welcome.

In our daily work we set standards for all our main services, which set out measurable targets and the quality of service you should expect. We have also set some general **Customer Care Service Standards** that apply to all the work we do.

Customer Care Service Standards:
What should you expect, we will:

- make sure we understand how diverse our customers are and will adjust our services to meet different needs;
- provide lots of different ways for you to contact us, including telephone, internet, face-to-face and in writing;
- where possible, we will share office services with other organisations so that you can deal with a range of enquiries at the same time;
- measure the performance of our services and show you how well we are doing in meeting targets by putting information on our website **www.avhleeds.org.uk**;
- produce a Newsletter every three months to keep you up to date about our service;
- produce clear and informative service booklets and ensure these are easily available at our offices and on-line;
- train our staff so that they can deal effectively with your enquiries and aim to resolve these right first time;
- employ staff who wear name badges and be polite, professional and helpful;
- deal with all enquiries and personal information confidentially and will provide private interview arrangements if required;

- provide appointments for personal meetings both in offices and in your home;
- make your personal information and records available to you, as required under the Data Protection Act;
- provide a formal complaints process for you to use if you are not happy with our services; and
- encourage feedback about our services and how these could be improved.

Customer Care Service Standards:
Targets you can measure, we will:

- provide a telephone call service that will answer 80% of calls within 20 seconds. This is our minimum standard of performance. The Contact Centre is busiest on Monday's and during lunchtimes. Contacting us outside these times will mean that we can deal with your enquiry more quickly;
- resolve 80% of all enquiries the first time you tell us about them;
- provide a face-to-face service at advertised offices with clear opening times;
- respond to all correspondence including emails (except formal complaints) within 10 working days. If a full reply is not possible, we will tell you within the 10 working days what progress we are making; and
- acknowledge formal complaints within 3 working days and investigate and respond to within 15 working days. This response will tell you about timescales for further stages if you are still not happy.



If you are not happy with our service.....

A complaint received today may be a service improvement tomorrow! We welcome all customer feedback to help us to put right problems and improve the services we deliver.

You can make a complaint verbally, in writing (by filling in one of our complaints forms) or by e-mailing avhleeds.enquiries@avhleeds.org.uk. We take all complaints seriously and deal with them quickly in line with our complaints policy.

If possible, we will deal with your complaint on the spot. If we cannot deal with it on the spot, we will investigate and respond to your complaint within 15 working days of receiving it.

We will report to you in the tenants' newsletter about the complaints we receive, whether they had a satisfactory outcome and if our policies or procedures changed as a result.

Other feedback.....

We often notice service failures more than successes, because success should be the norm. We hope it will be but would still welcome your feedback. Did something go particularly well? Was a member of staff especially helpful? Did the service work but you can still think of ways it could be better? Please let us know, in writing, by telephone or email avhleeds.enquiries@avhleeds.org.uk

You can also provide feedback through discussions at Tenant and Resident Groups, when meeting your local housing staff or by asking to join our Customer Panel. Read our 'Guide to Customer Involvement' to find out more.



If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



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