

Lochfield Park Housing Association

Customer Care Policy

FUNCTION	DOCUMENT	DATE
Management Committee Control & Accountability	Customer Care Policy	Review: June 2016 Approved: June 2016 Implemented: June 2016 Next review: June 2019

Lochfield Park Housing Association is a customer focused organisation. Our aim is to provide a high standard of service to meet the needs and expectations of our customers and prospective customers. Our staff are trained to ensure customer's needs are identified promptly, clearly and sensitively and that a positive personal image to customers is presented at all times. Treatment of customers is always courteous and helpful therefore it is expected that staff, in return are treated with dignity and respect at all times.

An important part of our customer care policy is our commitment to seek to identify our customer's needs and requirements and take them into account in determining services and standards. If you are not happy about something it is important for you to tell us.

As part of our commitment to you we will:

- Be courteous at all times. Visitors to our office will be greeted with a smile and referred to by name as soon as possible after it is known.
- All staff members will wear a name badge and will introduce themselves by name and position in the organisation.
- If a visitor is kept waiting for any reason then apologies will be given.
- Staff will ask you questions in a fair and polite way.
- There will always be a member of staff covering reception during office opening hours 9.30am-12.30pm and 1.30pm-4.30pm (closed Wednesday morning).
- Telephones will be manned during normal office hours Monday to Thursday 9.00am-5.00pm and Friday 9.00am-4.00pm (excluding public holidays). A telephone answer machine will be in use outwith office hours.
- Telephones will be answered quickly and politely.
- On answering the telephone, staff who deal with you will give their names, establish reason for call, and take appropriate action or pass on call to the relevant staff member of staff to deal with.
- When making visits to your home our staff will always wear their identity badges to identify themselves.
- Our reception area will be kept clean and free of debris and unnecessary clutter at all times.
- Our notice boards will display current and up to date information on them. Information leaflets on our service provision, policies and procedures and welfare benefits are available on request.
- All staff will undergo an induction programme. Part of this programme will include a specific customer care training course with follow up refresher courses.

- A customer satisfaction survey form will be sent out to members, tenants sharing owners and owner-occupiers factored by the Association, once a year.
- An independent tenant satisfaction survey will be commissioned no less than every three years.
- Suggestion / comment forms will be readily on display in the reception area and may be deposited in the box provided.

This Policy will be reviewed every three years and any amendments required will be submitted to the Management Committee for approval.