

Customer Service Standards



Introduction

We have developed these Customer Service Standards for all our customers (and potential customers).

These standards describe what you can expect from Hanover Scotland when you have any dealings with us.

Our Customer Care Promise

We will:

- Treat you fairly, politely and with respect;
- Deal with your enquiries promptly and efficiently;
- Ensure that our services are accessible to everyone;
- Be open and honest and explain our decisions;
- Do what we say we are going to do;

Our Customer Care Standards

We will deal with your enquiry in a courteous and efficient manner.

If we can't answer your query promptly, then we will contact you to give you the reason and let you know when you can expect an answer.

In Person:

We will:

- ▶ Ensure a member of our staff is available in our offices during opening hours;
- ▶ Ensure our office buildings are accessible to all our customers;
- ▶ Greet our visitors within five minutes of their appointment time and 20 minutes without an appointment.
- ▶ Respect the privacy of our customers offering private areas for discussion if required;
- ▶ Listen to you and respond to your needs;
- ▶ Be welcoming, courteous and helpful at all times; and
- ▶ Treat our customers' homes with respect when we visit and clearly display proof of identity.

By Telephone:

We will:

- ▶ Attempt to resolve your query at the first point of contact. If this is not possible we will pass your call to someone who can help and ensure that you have the name of that person.
- ▶ Provide a voicemail service to allow you to leave a message if a member of staff is not available to take your call immediately, and return your call within three working days. If you need to speak to that person directly, we will ensure that they or another member of the team contact you.
- ▶ Take a message or arrange a call-back if the person you need to speak to is not available.

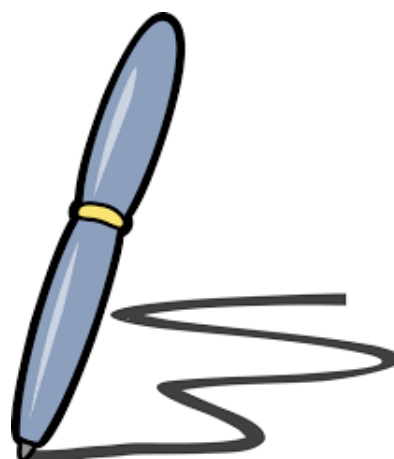
Our Customer Care Standards

For urgent enquiries, we recommend that you telephone us, but for any other enquiry please write or email us.

By Writing:

We will:

- ▶ Make sure you are provided with the details of a named contact who will deal with your enquiry;
- ▶ Use language that is easy to read and understand, avoiding the use of jargon.



Depending on how you choose to contact us, we will respond as follows:



- ▶ **Emails:** We will respond within three working days of your email. If the person you have contacted is out of the office you will receive an automated response to let you know when the person will return, or we will provide details of an alternative point of contact.
- ▶ **Letters:** We will try to respond to written enquiries within five working days. However, if we can't, then we will acknowledge your enquiry and pass the information to the relevant department.
- ▶ **Social Media:** We will respond to enquiries within one working day of receipt.

In some cases the timescale for responding to queries may be slightly longer. This is often the case with requests for alterations or improvements and we will acknowledge your enquiry within three working days, but we may need more time to deal with your request.

What we ask of our Customers and Service Users

- Please provide as much information as you can, so that we can assist you effectively.
- Give us your views and suggestions to help us to improve our services.
- Please let us know if you are unable to make any appointments that we have arranged with you.
- Tell us if any other customers and service users need our help or feel they have not been treated fairly.
- Be polite when speaking to us.
- Treat us fairly and with respect.
- Let us know when we get it right.

How to Comment



We welcome any feedback to help us continually improve our services and performance. Please contact us with any suggestions for improvement.

You can contact us in one of the following ways:

By Post: Communications Manager
Hanover (Scotland) Housing Association Ltd
95 McDonald Road
Edinburgh
EH7 4NS

By Telephone: 0800 111 4646

By Email: communications@hanover.scot



Our Complaints Policy

We value complaints and use the information from them to help improve our services.

If you feel that we have not met the standards set out in this policy or you are dissatisfied with any service we have provided, please contact your development manager or housing officer in the first instance and they will try to resolve the issue informally and as quickly as possible.

If, after following the informal complaints procedure, you are still unhappy with the outcome, we advise you to follow our formal complaints procedure which is available on our website or by contacting our Communications Department. You can do this by doing one of the following:

► By Post: Communications Manager
Hanover (Scotland) Housing Association Ltd
95 McDonald Road
Edinburgh
EH7 4NS

► By Telephone: 0800 111 4646

► By Email: communications@hanover.scot







Hanover (Scotland) Housing Association Ltd: A Scottish charity no. SC014738.
Property Factoring no. PF000140