

## Customer Service Standards Access and Customer Care



**St. Leger Homes**  
OF DONCASTER



*Quality Homes in Quality Neighbourhoods*  
[www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

### Translation Available

ترجمہ موجود است

نیمہ نامادہ بین کہ نوسراوہ کانی نیوہ وہ ریگیرین

Tradução Disponível

可提供翻译

Large Print, Braille and Audio Tape also available

Çeviri mümkün

ترجمہ دستیاب ہے

Доступен (Есть) перевод

الترجمة متوفرة

Përkthimi në dispozicion

可提供翻譯

অনুবাদের ব্যবস্থা রয়েছে।

Traduction Disponible



অনুবাদ উপলব্ধ है

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# Customer Service Standards ACCESS AND CUSTOMER CARE

## WHY HAVE SERVICE STANDARDS?

St. Leger Homes of Doncaster always tries to provide a service which is appreciated by our customers and which we are proud of. Our Customer Care Strategy describes how we aim for excellence in service delivery and in customer care.

Our customers are at the heart of our service. Whenever we plan new initiatives we consult with tenants, leaseholders, Tenants and Residents Associations and the Doncaster Federation of Tenants and Residents Associations. We have produced a Tenants Compact that describes the standards we will work to when we consult with our customers.

We have produced our service standards to make sure customers are clear about the level of service they can expect from St. Leger Homes. We will review all our service standards and involve customers in this process.

We will monitor all our service standards and publish the results in our newsletter House Proud and in our local St. Leger offices. By telling you what level of service you can expect, you will know when we do not meet this standard. If this happens we want you to tell us about it so we can put it right and learn from where we went wrong.



# OUR CUSTOMER SERVICE STANDARDS

We will:

Our Standards	Target	Monitoring	Where Reported
<p><b>Answer telephones within 5 rings.</b></p>	<p>100% answered within 5 rings</p>	<p>Electronic telephone monitoring</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Be open and accountable in where we spend your money and publish this in our newsletters on an annual basis.</b></p>	<p>Once per year publish our expenditure in House Proud</p>	<p>St. Leger Homes Annual Accounts</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Respond to enquiries within 5 working days.</b></p>	<p>100% enquiries responded to within 5 working days</p>	<p>Monthly data collection – Customer Care on-line</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Respond to requests for information as defined by the Freedom of Information Act within 20 working days.</b></p>	<p>100% requests responded to within 20 working days</p>	<p>Monthly data collection – Customer Care on-line</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>

Our Standards	Target	Monitoring	Where Reported
<p><b>Respond to requests for access to information covered by the Data Protection Act within 40 days.</b></p>	<p>100% requests responded to within 40 days</p>	<p>Monthly data collection Central Support Services</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Ensure staff and contractors wear name badges and carry ID cards.</b></p>	<p>All staff wear name badges and have ID</p>	<p>Reality Checks</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Ensure that staff identify themselves when answering the telephone.</b></p>	<p>All staff identify themselves when answering the telephone</p>	<p>Mystery Shopping</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Respond to complaints within 5 working days.</b></p>	<p>100% responded to within 5 working days</p>	<p>Monthly data collection – Customer Care on-line</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>If we are unable to resolve your complaint within 5 working days we will write to you and tell you and respond to your complaint within 20 working days.</b></p>	<p>No complaints outstanding more than 20 days</p>	<p>Monthly data collection – Customer Care on-line</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>



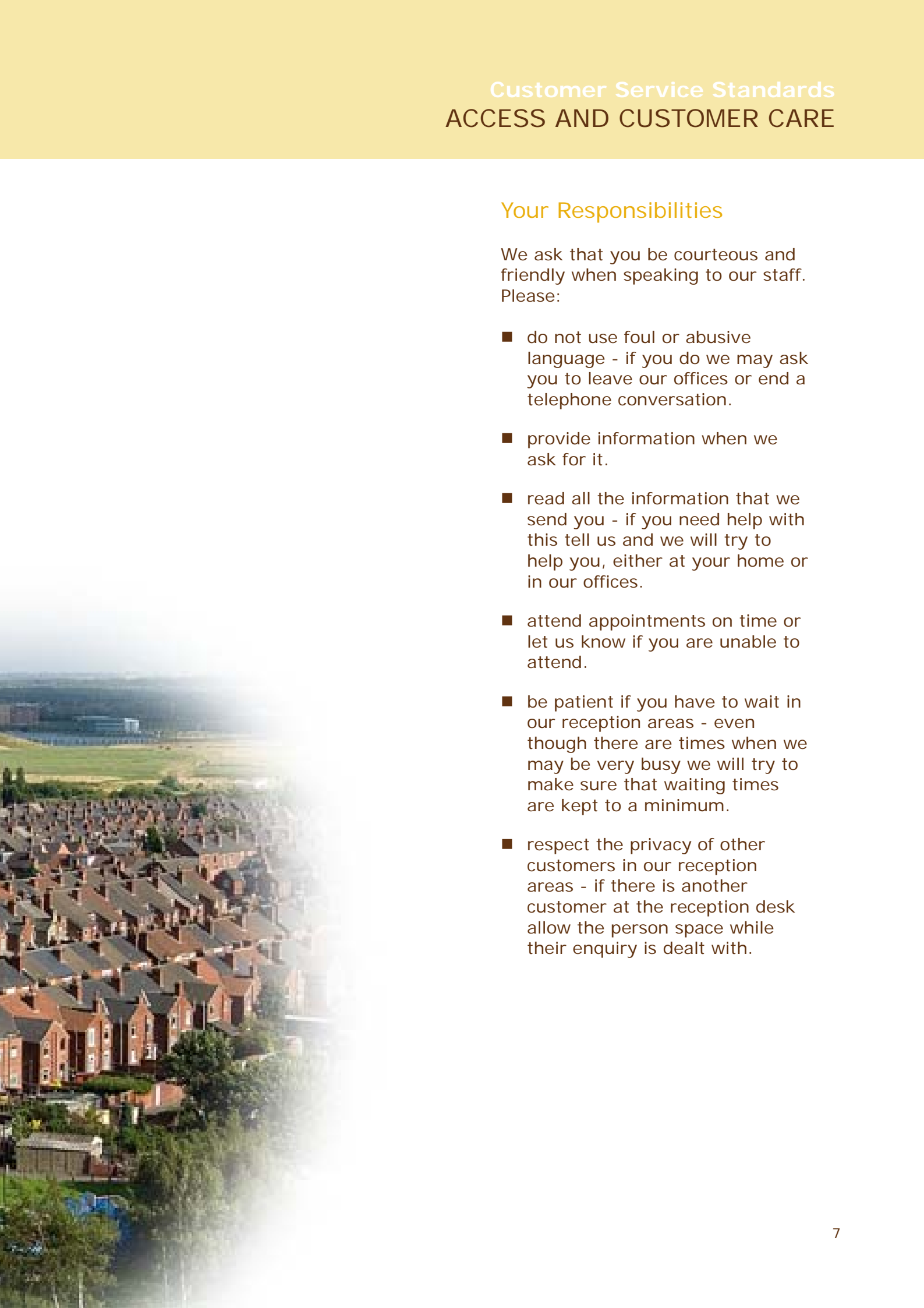
# Customer Service Standards

## ACCESS AND CUSTOMER CARE

### Your Responsibilities

We ask that you be courteous and friendly when speaking to our staff. Please:

- do not use foul or abusive language - if you do we may ask you to leave our offices or end a telephone conversation.
- provide information when we ask for it.
- read all the information that we send you - if you need help with this tell us and we will try to help you, either at your home or in our offices.
- attend appointments on time or let us know if you are unable to attend.
- be patient if you have to wait in our reception areas - even though there are times when we may be very busy we will try to make sure that waiting times are kept to a minimum.
- respect the privacy of other customers in our reception areas - if there is another customer at the reception desk allow the person space while their enquiry is dealt with.



## **Our Customer Care Policy—Compliments, Comments and Complaints**

### **Why do your views matter to us?**

St. Leger Homes is committed to customer care and high quality services and we want to make sure that our services are the best they can be. We therefore need to know what you think about our services. Your compliments, comments and complaints are important to us. The information you give us helps us to improve and develop our service and the relationship with our customers.

We will encourage all our customers to give us compliments and make comments and complaints.

We are interested in what you think and we will listen to what you have to say.

### **What kind of things do we want you to tell us about?**

We have listed below some examples of things you may want to tell us:

- a suggestion about how to improve our services.

- something which you want to praise us for.
- anything you are not happy with.

This could be because of:

- a policy.
- the standard of service you have received.
- what we have done.
- what we have failed to do.
- the way in which we have done something.

We are committed to looking into your comment or complaint and sharing your compliments.

### **How do you give us a compliment, or make a comment or complaint?**

You can make a compliment, comment or complaint:

- by telephone.
- in person.
- in writing.
- by email.
- by handing in a completed compliment, comment or complaints form at any St. Leger office.

You can also give your compliment, comment or complaint to any St. Leger Homes employee.

## Can someone help you to make your views known?

If you feel that you need some advice or support to help make your views known to us you can ask someone to help you. For example:

- a friend or a relative.
- the Citizens' Advice Bureau.
- a voluntary group.
- your local Councillor or Member of Parliament.
- Doncaster Federation of Tenants and Residents Associations.

## Confidentiality

We will only make your details known to those people who need to be involved with your complaint. If we cannot maintain confidentiality, for example because of legal reasons, we will let you know before disclosing any information about you.

## Councillor or Member of Parliament Enquiries

This procedure does not affect your right to get in touch with your local Councillor or Member of Parliament. If you get in touch with us we will tell you who your representative is and how you can contact them.

## What will happen next?

### Compliments and Comments

We will acknowledge any compliments within 5 working days.

### Complaints

#### *Dealing with your complaint*

If you are making a complaint we will always reply to you. We will reply to you within five working days of receiving your complaint. If we cannot resolve your complaint within five working days, we will acknowledge the complaint within that time and respond to you within 20 working days.

The reply we give you will depend upon the issues you have raised and our decision after investigating it thoroughly. It may include, for example, one or more of the following:

- a remedy – this may include compensation if deemed appropriate.
- an apology.
- an assurance that it won't happen again (if a mistake has been made).

We may not always agree with your complaint but we will always try:

- to arrive at a suitable conclusion for our customers and our organisation.
- to provide you with a fair and suitable response.

## What do you do if you are not happy with our reply to your complaint?

### You can appeal

You can ask for your complaint to be looked at again by an independent officer. This person will not have been involved with your original complaint. You must do this within 28 days of receiving a reply to your complaint. You must write to the Customer Care Officer (see contact details at the end of this document) and you will be told who will be dealing with your appeal.

### Dealing with your appeal

We will try to deal with your appeal within 14 days of receiving it. If we can't, we will acknowledge the appeal within that time telling you when you can expect a reply. We will try to make this within 28 days at the latest.

We may decide not to reinvestigate your original complaint, if we are satisfied that it has already been properly dealt with, but will always tell you why we have made this decision and what you need to do next. In these cases we will recommend that your complaint is taken straight to the next stage, for example, straight to the Local Government Ombudsman.

You can write to the Local Government Ombudsman at Beverley House, 17 Skipton Road, York, YO3 6FZ or telephone 01904 380200 or via their website at [www.lgo.org.uk](http://www.lgo.org.uk).



Customer Service Standards  
ACCESS AND CUSTOMER CARE



## Contact Details

Customer Care Officer **01302 862726**

St. Leger Court, White Rose Way, Doncaster DN4 5ND

## Other Service Standard Leaflets

St. Leger Homes have produced ten sets of Customer Service Standards around specific areas of service delivery. Other leaflets available detail our standards for the following Service areas:

- *Applying for a Council House*
- *Delivering Decent Homes*
- *Empty Property Management including Allocations to New Tenants*
- *Equality and Diversity*
- *Involving Tenants and Residents*
- *Leaseholder Services*
- *Rent Collection and Rent Arrears Recovery*
- *Responsive Repairs and Maintenance*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

St. Leger Homes of Doncaster Limited  
St. Leger Court  
White Rose Way  
Doncaster  
DN4 5ND

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