

Standard: Customer service, choice and complaints

TSA Standard	How we meet the TSA standard.	Existing commitments
<ul style="list-style-type: none"> ✚ Provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards. ✚ Have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly. 	<ul style="list-style-type: none"> ✚ Our customer charter which incorporates our service standards has just been reviewed with customers and was re-launched in August 2010. ✚ Our services are accessible in a number of ways, including face-to-face, telephone, texting, email, minicom, Typetalk, fax and via our on-line services. Letters and leaflets are produced in a standard format across the borough and can be adapted to meet the needs of the recipient on request. We offer alternative languages and formats –e.g. Braille, Large print. We also have DVDs to explain services and also have some easyread guides. These are communicated to customers via our newsletter, website, and individual customer letters and by our staff. ✚ Where possible we allow the tenant to make choices on accompanied viewing. We supply leaflets and fact sheets on our property standard. 	<p>Our related service standards are –</p> <ul style="list-style-type: none"> ✚ Answer all telephone calls within 20 seconds ✚ Ensure that staff identify themselves when answering the phone ✚ Ensure that staff and contractors wear badges and carry ID badges ✚ Consult leaseholders over all issues that affect them and monitor levels of satisfaction with leaseholder services ✚ Ensure that all new customer information is written in plain language and approved by Talkback (our plain English reading group). <p>✚ Our existing service standards are -</p> <ul style="list-style-type: none"> ✚ Acknowledge your complaint within 3 working days ✚ Resolve your complaint and written enquiries within 10 working days.

	<ul style="list-style-type: none">✚ We have a comprehensive leaseholder handbook.✚ Leaseholders are fully consulted on schemes where they are affected.✚ All standard letters have translation strip and we use big word and translate information as required.✚ Our approach to complaint handling has recently been fundamentally reviewed. Our targets for responding to complaints have been dramatically reduced and we are performing well against these. Customers can make complaints in a number of ways including face-to-face, over the phone, via text, email, in writing or via our website. Details of how to complain are set out in our 'Your services, Your Say' leaflet. We encourage customers to complain if they are not satisfied with the service they receive and even informal 'concerns' are recorded to enable us to address them and learn from our customer's experiences.	
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	<ul style="list-style-type: none"><li data-bbox="707 284 1411 466">✚ Our complaints service is a personalised service which offers a dedicated officer to deal with each complaint. We also have a dedicated phone line for customers to contact us to register any complaints or concerns.<li data-bbox="707 507 1411 762">✚ We undertake a customer satisfaction survey following each complaint to assess whether the customer is satisfied with the way their complaint was handled and the end outcome. Whilst satisfaction levels are increasing, we recognise there is more to do to raise these levels even higher.<li data-bbox="707 804 1411 1018">✚ In our response letters to customers, we advise of our appeals process and their right to contact the Local Government Ombudsman if they are not satisfied with how their complaint has been handled or the end outcome.	
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	<ul style="list-style-type: none"><li data-bbox="707 284 1406 651">✚ We use feedback from customers to help identify service areas where we can make further improvements. This includes complaints. Details of what changes we have made as a result of customer feedback is publicised in our tenant newsletter in 'You Said, We Did' features. Where an individual complaint leads to a change, this is also feedback to the customer directly as part of their response letter.<li data-bbox="707 689 1370 798">✚ We use 'customer journeys' to train staff on complaints and help identify ways to make improvements.<li data-bbox="707 836 1406 944">✚ We publish details of our performance against acknowledging and responding to complaints on our website each month.<li data-bbox="707 983 1406 1311">✚ We also undertake mystery shopping and reality checking using tenant volunteers. This allows tenants to express their views on the services we provide through a structured process. Their feedback has again helped us make improvements to the services we provide including changes to reception areas and the way in which void properties are cleaned.	
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