

# Valuing Customers

## Southway's standards for customer Service

We will always try to give you the best possible service. These are the standards of care you can expect.

### If you telephone us:

- When you telephone us, we will answer you straight away – within 15 seconds.
- We will be friendly and polite, give our name and ask how we can help.
- We will listen to what you have to say.
- We will try to deal with your enquiry immediately.
- If the person you want is not available, you will be called back within one working day.

### If you call in to see us

- We will welcome you, with or without an appointment, and offer you an interview in private if you wish.
- We will listen to what you have to say, so that we have full understanding of the situation.
- We will treat you with care and sensitivity.
- We will provide the help and advice you require whenever possible, and seek it for you if we cannot.

### If you write to us by letter or email:

- We will acknowledge your letter within two working days, and make sure you receive a full written response within ten working days
- If there is likely to be a delay, we will let you know the reason for this, and when we will provide a full response.
- We will use Plain English, and no jargon, to make our meaning absolutely clear.
- We will communicate with you in other ways, if this is more appropriate for your own needs.
- If we have made mistakes or provided a poor service, we will admit this and offer an apology.

### If we visit you at home:

- We will visit at a time that has been agreed with you, and tell you the reason for our visit. If we have to visit you unexpectedly, we will tell you exactly why we have called.
- We will visit at the right time, tell you our names, and show you identification straight away.
- We will treat your home with respect.
- We will offer help and advice suitable for your needs.

### Staff Appearance:

- We will always look clean and tidy, wear Southway uniform when appropriate to the situation, and display a Southway name badge clearly.

We will try to provide an excellent service at all times, and deal with all customers in the way they wish to be treated.

