

## Customer Care Charter

North Wales Housing is committed to providing a high level of customer service. We recognise that anyone who contacts us expects and deserves a high standard of customer service.

### What we will do:

- Be respectful and show empathy;
- Treat you with dignity and respect;
- Be approachable, polite and professional;
- Treat everyone fairly and equally;
- Communicate with you in your language of choice;
- Treat all information received in the strictest confidence;
- Take all reasonable steps to process your personal data in accordance with GDPR/Data Protection legislation and our own Privacy Notice and accompanying Privacy Policy.

### When you contact us by phone we will:

- Answer within 6 rings;
- Communicate with you in your language of choice.

### When you write to us or Email us we will:

- Acknowledge your correspondence within 3 working days;
- Respond within 10 working days;
- Use plain language;
- Provide contact details on the response.

### When visiting our offices we will:

- Provide a private room if appropriate;
- Encourage all customers to arrange an appointment to avoid the relevant officer being unavailable should a customer 'drop-in';
- Provide a hearing loop system;
- Ensure all offices have disabled access.

### When we visit you we will:

- Arrange a suitable time;
- Inform you if the appointment cannot be kept;
- Provide identification;
- Be well presented and courteous;
- Follow up any visit with a response if necessary.

### Customer Complaints and Comments:

We are committed to providing the best possible services to you, our customers. Your comments and complaints are important to us.

#### We will:

- Welcome customer comments and complaints;
- Investigate any complaints about our service and reply within 10 working days;
- Learn from customer comments and complaints and improve our services as a result.

#### You can help us by:

- Telling us as soon as possible if your circumstances have changed or are going to change;
- Asking if you don't understand something;
- Telling us quickly if you think we have made a mistake;
- Treating us with politeness and respect;
- Being considerate to other people using our services.