

# 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 expect our colleagues to be:

- Respectful, Courteous and show Empathy;
- Approachable, Polite, Positive and Professional;
- Empathetic to your needs and adhere to our confidentiality policy.

## We will always aim to:

- Deal with your enquiry first time and be honest about what to expect.
- Update you on the progress of your enquiry by communicating with you in the method that is easiest for you, in your language of choice; translation services can be arranged when necessary.
- 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.

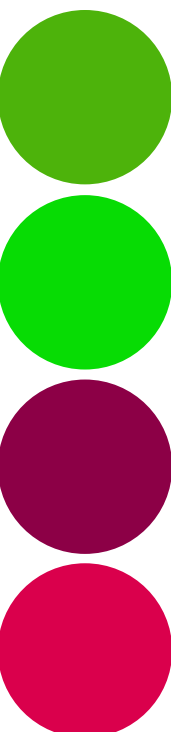
## When you contact us by phone:

- You can contact us on 01492 57 27 27.
- Our phonenumber is open from 9am – 5:00pm from Monday to Friday (Except bank holidays).
- Calls will be dealt with by our Customer Services team.
- Our emergency repairs line is open 24 hours a day (including on weekends and bank holidays). Out of hours calls are handled by Galw Gofal.
- All calls will be recorded for training and monitoring purposes.
- Our busiest time is between 9am – 10am. If your call is not urgent, we advise you avoid calling during this time.

- You can choose to speak to an officer in Welsh or English. If your first language is not English or Welsh we will use translation services to communicate with you.
- We will give you our name so that you know who you are talking to.
- If we are unable to deal with the enquiry at the first point of contact, we will attempt to transfer the call to the relevant officer or team.
- If the relevant officer / team is unavailable, we will take a message.
- Direct contact details may be provided for ongoing matters and you will be kept informed of progress.

## When you e-mail or contact via our online portal:

- You can email us on [customerservice.mailbox@nwha.org.uk](mailto:customerservice.mailbox@nwha.org.uk) or complete the online form on our contact us page.
- We will acknowledge all e-mails within 3 working day and aim to send a full response to the enquiry within 10 working days. If we are unable to respond fully to your enquiry within this time, we will keep you informed of progress.
- If you e-mail a specific member of staff directly when they are away from the office, we will ensure that an automated message is sent, informing you of when they will be back in the office and who to contact in their absence.
- You can e-mail us in Welsh or English and we will respond in your preferred language. If your first language is not English or Welsh, we will use translation services to communicate with you.
- We will use plain language.
- E-mails will include the name of the Team or Officer that is dealing with the enquiry.



## When you write to us we will:

- We will acknowledge all letters within 3 working day and send a full response to the enquiry within 10 working days. If we are unable to respond fully to your enquiry within this time, we will let you know when we expect to be able to do this.
- We will send all letters on official headed paper which will include contact details.
- You can write to us in Welsh or English and we will respond in your preferred language. If your first language is not English or Welsh, we will use translation services to communicate with you.
- We will use plain language that is easy to understand.

## When you visit our head office:

- Our office is open 9am-5pm Monday to Friday (except bank holidays)
- We encourage all customers to arrange an appointment to avoid the relevant officer being unavailable should a customer 'drop-in';
- We can provide a private room if appropriate;
- We can provide a hearing loop system;
- We ensure all offices have disabled access.
- We will wear identification badges at all times
- You can choose to speak to an officer in Welsh or English. If your first language is not English or Welsh we will use translation services to communicate with you.

## When we visit you we will:

- Make every effort to arrange a mutually convenient time
- Inform you if the appointment cannot be kept;
- Introduce ourselves and provide identification;
- Be well presented and courteous;
- Follow up any visit with a response if necessary.

## Live Chat

- You can contact us by Live Chat between 9:00am and 5:00pm Monday to Friday (Except Bank Holidays) and your enquiry will be dealt with by our Customer Service Team in English or Welsh.
- Please do not use Live Chat for emergencies.

## 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.
- We recognise that we have a diverse population and are committed to treating all of our customers fairly and always act within the scope of our own Equality and Diversity Policy and relevant law.
- We ensure that our services are fully accessible to all our customers.
- When dealing with our customers, we will adhere to our policies and procedures, however we recognise that there may need to be policy exceptions in some circumstances.

