

## Appendix 2

### Bridgewater Customer Service Standards

#### Our Aims

- To deliver a personal, high-quality service to you.
- To have enquiries resolved at the first point of contact where possible
- We make it our goal to exceed your expectations
- To effectively monitor and evaluate your satisfaction with the services you receive
- To listen to your views and feedback and use this to improve our services
- To treat you fairly and with respect
- To ensure equal opportunity of access for you in everything that we do
- To ensure our contractors and those who provide services on our behalf sign up to these aims
- To include customer services delivery as a key element in the recruitment and development of our staff

#### Telephone

- We will answer 70% of calls in under 30 seconds
- A staff member will answer their phone within 5 rings
- We will give our name when we answer a call
- We will provide a telephone service 365 days per year
- We will respond to all telephone messages by next working day
- We will always ask your permission before putting you on hold or transferring your call
- At the end of the call we will thank you and ask if there is anything else, we can assist you with
- We may have to call you back. When we do, we will give you a time slot for when you can expect the call

## Our written communication

- We will publish at least three newsletters each year
- We will respond to any written correspondence within 5 working days where possible, unless statute regulation or guidance dictates otherwise
- We will respond initially to acknowledge any email received within one working day and provide a response with five working days
- We will respond to website questions/requests within two working days
- We will ensure we write in plain English and avoid jargon

## Meeting you in office or at your home

- We will see you within 5 minutes of your pre-arranged appointment time
- We will let you know approximately how long you must wait to see a member of staff if you do not have an appointment
- We will ensure staff members and contractors have name badges identifying themselves to you
- If English is not your preferred language, we can arrange an interpretation service.
- We will call ahead or text you to advise you if we are running late on a pre-arranged appointment at your home
- We will contact you if we must cancel an appointment or we are unable to make an appointment as soon as we are made aware
- We will always respect your home and your privacy during any home visit or appointment

## What we require from you

We require that you:

- Be polite and treat our staff with respect and courtesy
- Let us know if you are unable to keep an appointment

- Tell us about any change in circumstances e.g. A change of address or name
- Behave in a responsible manner towards neighbours, visitors and others
- Understand that we may not always be able to help you, however we will try as much as possible.

## Our service standards

- We will always be aware of our communication style and communicate in a professional manner
- We have a complaints policy with clear timescales
- We will keep you informed if there is a delay with your appointment
- We will let you know how long things will take
- We will listen to your requests and take the necessary actions to assist you as much as possible
- We will respect your rights to confidentiality
- We will always treat you in a courteous, friendly and professional way
- We may not always be able to give you the answer you are looking for, but we will assist you as much as we can
- If we cancel a service or request for any reason, we will contact you as soon as possible and look to re-arrange at the earliest convenience.