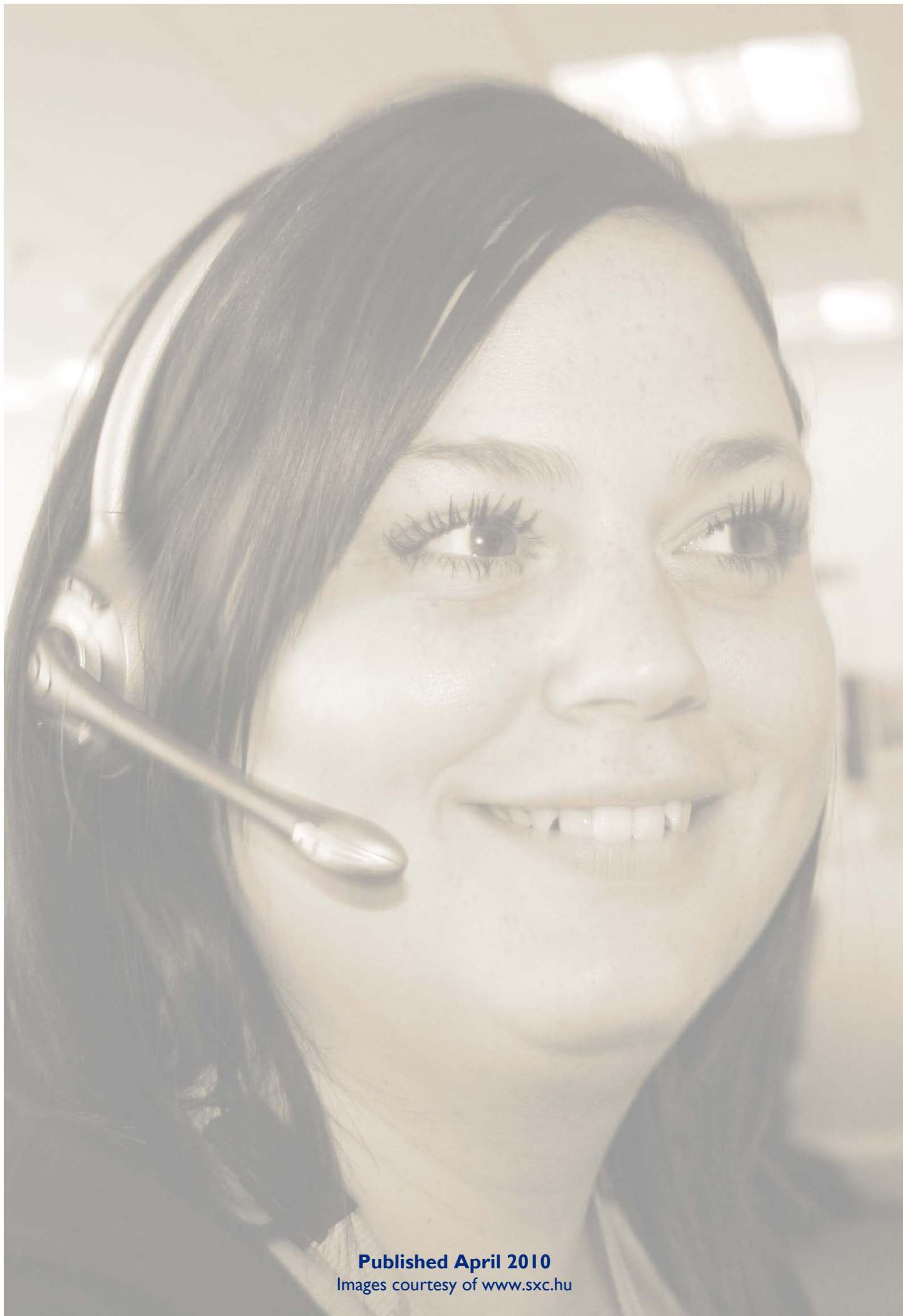


# Customer Care Charter





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Images courtesy of [www.sxc.hu](http://www.sxc.hu)

## Our Customer Care Charter

To continuously improve the level of customer care to meet customer expectations.

Sutton Housing Partnership has a strong commitment to customer care. We have developed a number of customer charters with our customers.



The charters identify the level of service which our customers can expect.

All staff are trained in customer care and the standards to which they are expected to work. We monitor and update all our service charters annually.

### Customer Care commitment

We will aim to provide excellent services that are easy to access and use. Our customer care commitments to you are to:

- Treat you politely, be courteous, helpful and listen to your enquiry.

- Treat you and colleagues with respect at all times.
- Make sure all staff and representatives introduce themselves and wear identification badges at all times.
- Make sure our staff provide their first names to you.
- Treat you fairly, regardless of age, nationality, ethnic origin, gender, sexual orientation, disability and faith or belief.
- Provide you with information in a format that is easy to understand, including large print, in Braille, on CD or in your own language on request.
- Allow you the time to discuss things properly.
- Listen to your enquiries and requests in a variety of ways, including through reception, telephony service, internet, e-mail, face to face contact, fax and letter.



- Involve customers in developing our services.
- Listen to our customers' views and use opinions to help us shape our service, including carrying out regular satisfaction surveys.

### **When you call us we will aim to:**

- Answer the phone within 30 seconds when you call the Customer Care Team.



- Provide a call back option if you prefer not to hold.
- Provide up to date messages on our Customer Care telephone service.
- Be friendly, professional and aim to deal with your call right first time.
- Provide details of how to contact us out of normal office hours via our telephone service and on our website.

### **When you visit us we will aim to:**

- See you within 5 minutes if you have an appointment.

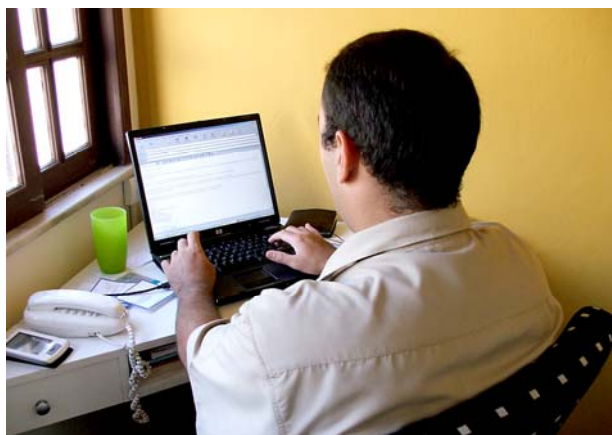


- See you within 15 minutes by someone who can help you, if you do not have an appointment.
- Explain any delays and apologise if we keep you waiting.
- Bring more staff to help in reception at busy times.
- Offer you the opportunity of an appointment with the relevant member of staff to discuss your enquiry.
- Offer you a private interview room if you want to discuss your enquiry confidentially.

### **When you write by letter, email or fax we will aim to:**

- Acknowledge all emails with an automated receipt within 24 hours.

- Respond to emails within seven working days, in line with our standard for dealing with letters.



- Respond to general letters within seven working days, for more complicated enquiries you will receive a holding letter and a full response within 15 working days.
- Make sure all letters have a return address, contact name and phone number and email address.
- Respond to Customer Care text messages within five working days.
- Provide written responses in the format you have requested.

**When you complain, compliment or comment on service improvements, we will aim to:**

- Try to deal with your dissatisfaction at first contact.

- Offer you a range of ways to complain or compliment including face to face, in your home, on the telephone and in writing.
- Be honest with you about what we can and can't do.
- Acknowledge your complaint within two working days of receipt, providing you with the name of the investigating Manager and a response date for dealing with your complaint.
- Investigate your complaint and send you a written response within 10 working days. *However, sometimes complaints are complex and might require a longer period to complete an investigation. We will write and inform you of this.*
- Listen and learn from your complaints and suggestions to change the way we do things for the better.



## We will inform you by:

- Clearly displaying our opening hours for customers.
- Provide a wide range of relevant leaflets on our services.



- Display information on our performance on a quarterly basis.
- Publishing a tenants and leaseholders newsletter four times a year.
- Ensuring our website is up to date and easy to access.
- Making sure all personal information and records are available to our customers within 10 working days.
- Making sure all personal information and correspondence is confidential under the terms of the Data Protection Act 1998.

## Our Targets

### When you call us

To answer 96% of all calls within 30 seconds

80% of all calls answered within 20 seconds

### When you visit us

99% of customers to be seen within 5 minutes with a pre booked appointment

99% of customers seen within 15 minutes without appointment

### When you write

98% of all correspondence handled within 7 working days

98% of text messages responded to within 5 working days

98% of emails responded to within 7 working days

If you need a translation of this document please tick the box for the language required, complete the form and return it to the address given below.

Arabic

لجنة الترجمة  
إذا كنت تحتاج ترجمة هذه الوثيقة الرجاء ضع علامة في المربع للغة التي تحتاج لها، اكمل الاستمارة وقم باعادتها الى العنوان الموجود في الاسفل

French

Si vous avez besoin d'une traduction de ce document, cochez la case correspondant à la langue demandée, remplissez le formulaire et renvoyez-le à l'adresse figurant ci-dessous.

Spanish

Si necesita una traducción de este documento, marque la casilla del idioma que requiere, rellene el formulario y envíelo a la dirección que se indica más abajo.

Tamil

இந்தப் பத்திரத்தின் ஒரு மொழியை உங்களுக்குத் தேவையானால், தயவுசெய்து வேண்டப்படும் மொழிக்கான பெட்டியில் அடையாளமிட்டு, படிவத்தை நிரப்பி, அதனைக் கீழே கொடுக்கப்பட்டுள்ள முகவரிக்குத் திருப்பியனுப்பவும்.

Turkish

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Name \_\_\_\_\_

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Please return to:

**Customer Care Charter  
Equality and Diversity Team  
Sutton Housing Partnership  
Sutton Gate, 1 Carshalton Road  
Sutton, Surrey SM1 4LE**

Visit and write to us at **Sutton Housing Partnership**  
Sutton Gate, 1 Carshalton Road, Sutton, Surrey SM1 4LE.

Telephone us on **Freephone 0800 195 5552**

or from your mobile on **020 8915 2000** (call charges may vary depending on your network).

Email us [customercare@suttonhousingpartnership.org.uk](mailto:customercare@suttonhousingpartnership.org.uk)

Visit our website [www.suttonhousingpartnership.org.uk](http://www.suttonhousingpartnership.org.uk)

Managing council homes on behalf of the London Borough of Sutton

