



Sustainable homes, flexible services, vibrant communities



CUSTOMER SERVICE STANDARDS

We aim to provide a high quality service by providing our services in line with the following standards.

Our Staff Team

We will...

- Greet customers politely and say who we are
- Deal with your enquiry in a professional and friendly manner
- Organise an interpreter, signer, translation or alternative format if you need this
- Keep you informed of the progress being made with your enquiry
- Contact you no later than the next working day if you need to arrange a home visit
- Deal with your enquiry in a confidential manner and ensure your personal privacy

Contact by telephone

We will...

- Aim to answer your call within 30 seconds
- Try to deal with enquiries there and then without passing you on to someone else
- Tell you the name of the person who will contact you if we need to refer on your enquiry
- Contact you again no later than the next working day if we cannot answer your enquiry immediately
- Provide direct dial telephone numbers wherever possible and appropriate

Contact in writing, by email and through social media

We will...

- Acknowledge emails, social media enquiries and letters that require a response by the next working day (that's not counting Saturdays and Sundays)
- Reply to emails and social media enquiries within 3 working days
- Reply to letters, that require a written response, within 10 working days
- Provide clear responses that avoid the use of jargon
- Provide a contact name and details on all correspondence

Visiting our offices

We will...

- See you within two minutes of your appointment time
- Provide a separate interview room if you wish to discuss your enquiry in private
- Try our best to deal with your enquiry if you call in without an appointment
- Arrange an appointment with the relevant staff member if they are not available when you call in
- Ensure as far as possible that our offices are fully accessible to those with physical disabilities or other mobility difficulties

Visiting you at home

We will...

- Display official identity badges
- Introduce ourselves and explain the reason for the visit
- Let you know if we will be delayed beyond the appointment time
- Leave a visit calling card if we were unable to speak to you

Service complaints

We will...

- Provide advice and assistance on how to make complaint if you are unhappy with any aspect of our service
- Fully investigate and respond to all complaints in line with our Complaints Handling Procedure

Involving you

We will...

- Provide clear up to date information on the services that we provide and our decisions on these
- Involve customers in regular reviews of our service activities and standards
- Provide opportunities for customers to provide feedback on our services and how well we deliver these
- Let you know what we have done in response to customer feedback and complaints

How you can help us

It is very important to us that all customers are treated with fairness, courtesy and respect. Likewise, please be patient, courteous and polite when you talk to us – it will be appreciated by our staff team.



Want to find out more?

We always welcome suggestions on how we can improve our services, so if you have any ideas on this we would be delighted to hear from you.

We have a dedicated Customer Services Centre and you can speak to a member of staff there by telephoning 0800 678 1228.

Alternatively, email: enquiries@caledoniaha.co.uk

You may prefer to visit our website: www.caledoniaha.co.uk or come to see us in person at our area offices in Perth or Dundee: 5 South St. John's Place, Perth, PH1 5SU or 118 Strathern Road, Broughty Ferry, Dundee, DD5 1JW



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Association**

Information in Other Formats

This leaflet can be made available on CD, tape or audio formats, in Braille, in large print and in languages other than English. Contact us on 0800 678 1228 for information.



HAPPY TO TRANSLATE



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