

# CYNGOR SIR POWYS COUNTY COUNCIL

## Housing Services

### Customer Care Service Standard

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Agreed by	Cabinet Tenant Liaison Forum

This document is available on request in alternative formats (e.g. Large print type / Braille / on tape).

**Powys County Council – Housing Services  
Customer Care Service Standard**

**We will treat all tenants and leaseholders politely, fairly and professionally because we value and respect you. Our customer care standard sets out what you can expect when we have contact with you.**

**To achieve this we will:**

- 1. provide a customer friendly telephone service:**
  - a) by answering your call with a greeting including the name of the person answering your call
  - b) be helpful and courteous, finding out as much information from you as we need concerning the nature of your enquiry and trying to resolve it during the first contact
  - c) where we are unable to resolve your enquiry during the first contact, arranging an appointment with an Officer, informing you of the date, time and venue of the appointment
  - d) providing you with the opportunity to speak to us in the language of your choice, by using our translation facility
  - e) making available a Minicom system to assist your call should you have a hearing impairment
  
- 2. provide a customer friendly service when you contact us by letter or e-mail, by:**
  - a) replying to you fully within 10 working days. If we cannot respond fully in that time we will acknowledge your enquiry within 5 working days, tell you who is dealing with your enquiry and respond fully within 20 working days
  - b) replying to you in a way that is easy to understand, in your preferred language and format
  - c) keeping a record of how you would like us to respond to you, either in person, by telephone or in writing
  
- 3. provide a customer friendly service when we visit you in your home, by:**
  - a) keeping the appointment arranged with you
  - b) contacting you and offering you another date if the person who is due to visit you cannot keep the appointment
  - c) carrying proof of identity and being respectful to you and to your home
  - d) leaving a calling card should you not be at home, giving details of why we visited you and who you should contact to re-arrange the appointment
  
- 4. provide a customer friendly service when you visit one of our Housing Area Offices, by:**
  - a) aiming not to keep you any longer than a maximum of five minutes before being seen, if you have an appointment

- b) offering you an appointment at a later date with a named Officer, if you arrive without an appointment and you can't be seen immediately
- c) trying to resolve complaints there and then
- d) making sure the office is accessible
- e) offering you the opportunity to discuss your issues in a private interview room. These may not be immediately available, so we may have to make an appointment for you at a later date
- f) providing induction loops, arranging sign language facilities, interpreters or translation facilities if you require them. These may not be immediately available, so we may have to make an appointment for you at a later date.
- g) ensuring that your issue is dealt with fairly and effectively by a competent member of staff

**5. provide the opportunity to compliment, comment or complain about us, by:**

- a) letting you know how to do this and valuing your contact
- b) replying to you fully within 20 working days. If we cannot respond fully in that time we will tell you within 5 working days who is dealing with your enquiry and when you can expect a full response.
- c) ensuring that compliments are shared with the relevant Officers and Teams

**6. respond when a service is not delivered to the agreed standard, by:**

- a) investigating your complaint promptly
- b) sending you a written apology where we are at fault
- c) putting the matter right within an agreed timescale
- d) learning from our mistakes and advising you of the changes we intend to make as a result of your complaint
- e) providing you with information about increasing the level of complaint from Stage 1 to Stage 2
- f) providing you with information about making a complaint to the Public Service Ombudsman.

**To keep you informed about how well we are doing we will publish the following performance measure each year:**

1. number of compliments received during the previous 12 months
2. number of complaints received during the previous 12 months
3. % of complaints made by tenants and leaseholders that were resolved to the satisfaction of the tenant or leaseholder who made the complaint
4. details of changes we have introduced as a result of customer feedback.

**The performance will be discussed with the Tenant Liaison Forum.**