

# Customer Care Policy

## Summary

This policy sets out how CHP will ensure that customers are provided with services that meet their needs and expectations and are of improving quality. CHP recognises that excellent customer care is an integral part of services provided to our customers and that customers should not be excluded from any area of service delivery. CHP also recognises that excellent customer care not only benefits our customers but also the organisation and its staff.

This policy relates to the whole of the organisation and all aspects of service provision.

**Please contact us if you would like a copy of this document in large print, British Sign Language DVD, on CD or in another language:**

আপনি যদি এই নথিটির একটি কপি বড় প্রিন্টে, ব্রিটিশ সাইন ল্যাঙ্গুয়েজ ডিভিডিভিতে বা অডিও (সিডি) ফরম্যাটে পেতে চান, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন। (Bengali)

**Proszę się z nami skontaktować jeśli pragnęliby Państwo copię tego dokumentu dużym drukiem, na DVD w Brytyjskim Języku Migowym, w innym języku albo na płycie audio (CD).** (Polish)

倘若您需要本檔 以大字體、英式手語 DVD、另外一種語言或音頻 ( CD ) 格式提供，請聯絡我們。 (Cantonese)

**Lütfen bu belgenin büyük baskılı hali, İngilizce DVD veya farklı dillerde ya da ses (CD) ortamı gibi talepleriniz olması durumunda bizimle irtibata geçin.** (Turkish)

## 1. POLICY AIMS

- 1.1 Chelmer Housing Partnership believes that the quality of services it provides to customers is of great importance particularly in the impact customer care has on customers, staff and the company as a whole. The aim of the policy is to demonstrate how the organisation will achieve improving service standards.

## 2. STATUTORY & REGULATORY OBLIGATIONS

- 2.1 Chelmer Housing Partnership is legally required to ensure that particular levels of service are provided to their customers. In the context of the customer care policy the main legal and contractual obligations are:

- Landlord and Tenant Act
- CHP Tenancy agreement

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- Data Protection Act
- Disability Discrimination Act
- Equal Opportunities legislation
- The Corporate Strategy 2003/2008
- Best Value Reviews
- Housing Corporation Regulatory Code
- The Promises of Transfer

### 3. CORPORATE VISION & VALUES

- 3.1 This policy is integral to CHP's vision and values of working in partnership to provide homes and services that are affordable and of improving quality.
- 3.2 The policy also encompasses CHP's values of being
- Customer Driven
  - Ethical
  - Positive
  - Resourceful
  - Performance focused

### 4. POLICY DETAILS

- 4.1 ***Service Standards – Customer Driven and performance focussed.***  
The main aim of the Customer Care policy is to improve customer care in order to meet customers requirements and Corporate and external objectives in service provision. The policy is reinforced by published Service Standards that are easily accessible to customers, staff and other organisations and that are focussed on the needs and expectations of our customers and have been agreed by a process of consultation with customers.
- 4.2 The Service standards that are set out as part of this policy are “SMART” in that they are achievable and measurable and are subject to monitoring and review. The Service standards are applicable to all aspects of CHP's service delivery and include commitment and accountability from all staff, partners and contractors.
- 4.3 CHP believes that external recognition of good customer care is an indication of the progress and success that an organisation can make in delivering services. CHP is working towards the Investors in People award and is seeking external accreditation of its Customer Service Centre. CHP will also be looking into obtaining the Charter Mark.
- 4.3 ***Corporate Responsibilities – Positive***
- CHP will aim to ensure that all customers will receive the same high standard of customer care when they contact CHP
  - CHP will ensure that Customer Care and service standards are integral to the planning, resourcing and delivery of the services CHP provides.

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- CHP will ensure that all staff understand the need for continuous improvement in Customer Care.
- CHP will ensure that all staff are aware of the need to reconcile customer expectations in relation to service standards.
- CHP will undertake training in customer care to ensure that staff are able to resolve queries in a customer focused, courteous and competent manner.
- CHP will actively engage in partnership arrangements with other organisations that ensure improvements in customer care and service standards are delivered.

#### 4.4 ***Legal Responsibilities – ethical***

CHP is legally required to provide landlord services to tenants and to provide appropriate advice and support to other potential customers. In addition there are legal requirements relating to the organisation, such as repairs, financial probity, resident involvement, governance etc. CHP will continue to monitor and review its legal responsibilities to customers.

#### 4.5 ***Value for money – resourceful***

The Customer Care policy reinforces CHP's value of being resourceful. There is an inherent cost in delivering poor customer services which will be reflected in resources being wasted in trying to deal with poor service delivery. The organisation will provide high quality services to its customers by ensuring that they are cost effective through effective targeting and management of resources .

#### 4.6 ***Equal opportunities – ethical***

To ensure equal access to all our services for all customers, CHP will comply with all legislative requirements, regulatory codes and good practice relating to equal opportunities. We will use a variety of methods such as benchmarking and good practice advice to ensure that the service standards reflect our commitment to equality and diversity and that customers are not disadvantaged in accessing our services.

#### 4.6 ***Learning and Development***

We will ensure all staff have the necessary skills to deliver customer care and that these skills are reviewed and enhanced in line with the Customer Care policy.

### 5. **POLICY MONITORING & EVALUATION**

#### 5.1 Delivering the Customer Care Policy and Customer Service standards is the responsibility of all staff in the organisation.

The service standards will be monitored and reviewed by the Head of Organisational Development in conjunction with residents, senior managers, staff and partner organisations and evaluated to ascertain whether they continue to meet customer needs, are effective, value for money and provide services of improving quality.

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5.2 The Board will review this policy biennially

**6. KEY DOCUMENTS**

- 6.1 Transfer agreement  
Tenants Handbook – Customer Service Standards  
Repairs Handbook  
Audit Commission KLOE 30 and 31 Access and Customer Care; Diversity.

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