



WPH Customer Service Standards for Residents

We want to provide the best customer service to all residents who contact us. The standards set out here are what you can expect from staff and if you would like to let us know about your experience, please let us know, whether it is good or bad.

Visiting the office

- We will open our office to residents in person and by phone between 9.30 and 5.30 Monday to Friday
- We will make sure our office reception area is comfortable and welcoming
- We will arrange for you to be seen in a private room if you need to speak to someone privately
- We will treat you with respect
- When you can, please make an appointment so that we can try and make sure you want to see is there. If you are unable to, then you can see someone but it may be another member of staff.

Visiting your home

- We will try to agree a time and date with you that suits your availability
- We will only visit you unannounced if there is an urgent need to do so
- We will treat your home with respect
- We will try to keep to the agreed appointment time and contact you if we are going to be late
- We will show you photographic ID before we enter your home

Telephone

- We will introduce ourselves to you with our name when you call

- We will try to resolve your query when you call but if we can't, we will transfer you to another member of staff who will try to assist you. If they are unavailable, we will ask them to contact you.
- We will aim to call you back within two working days if requested

Privacy

- We will treat the information we hold about you securely as required by the Data Protection Act 2018 and GDPR Regulations
- We will provide access to the data we hold about you according to the timescales set out within the GDPR regulations 2018

<https://www.womenspioneer.co.uk/?s=Privacy>

Written Communication

- We aim to acknowledge all emails, faxes and letters within two working days of receipt and respond within 10 working days
- We aim to respond to letters within 10 working days

Equality and Diversity

- We will promote a positive culture to ensure that we consider individual circumstances and vary our approach to ensure our services are accessible to you and fully reflect our Equality and Diversity policy.
- We will write to you in the way that you prefer. This might be by email or letter (except where we are required by law to send by letter)
- We will try to arrange for someone to translate for you either in person or in writing if you need this.
- We will treat all our residents with respect regardless of their background

<https://www.womenspioneer.co.uk/wp-content/uploads/2018/05/Equality-Diversity-Services-Policy-March-2018.pdf>

Complaints

- We will try and put things right as quickly as possible if things go wrong
- We will let you know how to make a formal complaint
- We will use your feedback to improve our services

<https://www.womenspioneer.co.uk/wp-content/uploads/2018/05/Complaints-Policy-March-2018.pdf>