

**Cross Keys Homes is committed to delivering excellence in customer service at all times.**

This leaflet explains our customer care service standard which has been developed with the help of our customers so that you know what to expect from us.

If you feel our service has ever fallen short of this standard, please let us know using our customer feedback form, available on our website or from any of our offices.

**Conduct and behaviour**

Employees and contractors will treat customers with respect by adhering to the following standards:

- Be polite, helpful and courteous at all times
- Respect privacy and confidentiality and handle all data in accordance with data protection guidelines
- Be appropriately dressed and wear any designated uniform/name badge
- Show photo-identity cards whether requested or not, upon arrival and state name and place of work
- We will adhere to the principles as outlined in the equality and diversity service standard

**Answering the telephone**

**Cross Keys Homes will:**

- Answer a call within 20 seconds
- Answer with good morning or good afternoon, their own name and the name of the organisation
- Deal with telephone requests immediately and arrange call backs if necessary stating when and by whom

## **Responding to correspondence**

### **Cross Keys Homes will:**

- Answer all correspondence (letters, emails and faxes) within five working days. Where a further investigation is required, this will be explained in the reply together with detailed timescales
- Ensure that all correspondence and written communication to customers is sent in the name of the member of staff dealing with the matter
- Address correspondence to the customer by name, wherever possible

## **Appointments**

### **Cross Keys Homes will:**

- Ensure we keep within the agreed appointment times or call and apologise if delayed and let you know when we will arrive
- Notify in writing of an appointment in advance where necessary (eg gas safety checks etc)
- Not visit an older vulnerable person after dark, unless an appointment has been previously arranged
- Use a password system when visiting visually impaired people
- Ensure that all staff and contractors respect your home and all reasonable customs
- Ensure our contractors tidy up after themselves
- Leave a calling card providing a name and contact details, if you are not at home

## **Visiting our offices and website**

### **Cross Keys Homes will ensure:**

- Our offices and community hubs are accessible to all customers
- The opening times of offices are publicised and customers will be consulted in advance of any changes
- Provide translations and use interpreters, and alternative communications such as Braille, audio and large print
- External and internal location signs on or inside our offices and at other premises are clearly displayed and up-to-date
- Our offices and community hubs are clean, tidy and display service information
- The interviewing areas have:
  - Easy access for prams, pushchairs, wheelchairs and people with mobility needs
  - Private interviewing areas
  - Comfortable and adequate seating
  - Internet access

### **Cross Keys Homes will ensure:**

- Employees on reception are given appropriate training in areas such as; customer care, equality and diversity, and personal safety and health and safety
- Where we are unable to provide the type of services required by our customers, we will advise them of the availability of these services from other agencies and make referrals as appropriate
- Employees do not eat, drink or smoke in the public areas of offices

*Service standard*

# Service standard

## Monitoring and maintaining customer care standards

### Customer satisfaction

Cross Keys Homes will measure its performance against this standard by undertaking:

- An annual customer satisfaction survey
- Regular mystery shopping
- Exit surveys if you choose to move home

### Customer feedback and complaints

#### Cross Keys Homes will:

- Respond to all first contact requests for service or enquiries within five working days
- Ensure all complaints are dealt with under the customer feedback and complaints procedure detailed in the relevant named leaflet. See our website or contact your area office for further details

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[www.crosskeyshomes.co.uk](http://www.crosskeyshomes.co.uk)

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