



# Service standard: Communication

## Communication standards – a customer guide to what you can expect when you have contact with us

We are proud to offer a high standard of communication to all our customers and partners.

When you contact with us you can expect our colleagues to be friendly, polite and helpful.

### Our standards

We have set up a series of standards that our colleagues will adhere to.

#### If you email:

- A colleague will take responsibility for your enquiry.
- We will reply to you within three working days from the date we receive it.
- If we cannot reply within the timeframe we will let you know who is dealing with your enquiry and when you can expect a full response.

#### If you contact us via social media:

- During our office opening times, if you contact us via our corporate Facebook, Twitter, or Instagram channel we will respond to you within one working day.

#### If you visit:

- Our reception areas will be clean and tidy, clearly signposted and easily accessible.
- All of our receptions are Disability Discrimination Act (DDA) compliant.
- If you have an appointment, we will endeavour to see you on time.

#### If we visit you:

- Our colleagues and contractors will be wearing photo identification or will have it available to show you (if you are unsure of the person's identity please contact us).
- When appropriate, we will make an appointment before visiting you.
- We will contact you as soon as we can if we can't keep an appointment.
- We ask that you do not smoke while are colleagues are with you.

#### If you telephone:

- During office hours, we will aim to answer 90% of all calls within 20 seconds.
- When we answer the phone, we will tell you which department you have called and the name of the person you are speaking to.
- During busy periods your call to our main switchboard may be held in a queue. You will automatically be offered the option to leave your telephone number so that the next available colleague can call you back.
- If you ring a colleague's direct line and the call cannot be answered by the person you are trying to contact, the call will be answered by a member of their team or will be directed back to our reception.

#### If you write to us:

- A colleague will take responsibility for your enquiry.
- We will reply to your letter within seven working days from the date we receive it.



- If we cannot reply within seven working days we will let you know who is dealing with your enquiry and when you can expect a full response.

Compensation can be claimed if we do not meet these service standards.

### Acceptable behaviour

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In return for our high standard of customer service, we expect all customers to behave in an acceptable manner towards our colleagues. Our colleagues have a right to take further action if they receive abuse or threats (involving external agencies where appropriate).

### Treating people fairly

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We promote equality and stop unfair discrimination in all aspects of our work. We will:

- Collect equality data from our customers as we want to provide services that are responsive to the diverse needs of different individuals and communities and reduce disadvantage.
- Value diversity and accept that everyone has a right to their distinctive and diverse identities.
- Endeavour to have a workforce generally reflecting the population we serve.

### How we monitor these service standards

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Our customer-facing team regularly monitor these standards to ensure we are offering an efficient and effective service.

If you do not think we are meeting the standards set out above, please let us know.

### More information

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For more information about our Communication Service Standards please contact:

Head of Communications and Engagement  
12/14 Pelham Road  
Sherwood Rise  
Nottingham  
NG5 1AP  
Telephone: 0800 013 8555  
Email: [communications@ncha.org.uk](mailto:communications@ncha.org.uk)

### Contact details

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### Translation

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By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Email [info@ncha.org.uk](mailto:info@ncha.org.uk) or call us on 0800 013 8555 for details.