

Service standard: Communications

A customer guide to what you can expect when you make contact with us.

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

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

If it's a complaint, our complaints policy and service standards apply.

Our standards

If you email:

- A member of staff 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 social media channels 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 staff 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 staff 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.
- If you ring a member of staff'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 leave a message, we will return your call within two working days or at the time you specify.

If you write to us:

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- A member of staff 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

In return for our high standard of customer service, we expect all customers to behave in an acceptable manner towards all our staff.

Our staff have a right to take further action if they receive abuse or threats (involving external agencies where appropriate).

Treating people fairly

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

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

For more information about this service standards please contact:

Head of Communications and Engagement
NCHA
12-14 Pelham Road
Sherwood Rise
Nottingham
NG5 1AP

Telephone: 0800 013 8555

Email: communications@ncha.org.uk

Translation

By request we'll do what's reasonable to provide copies of documents in another language or format.