



## Service Standard

### Customer Care

At Trident Group we are committed to providing the highest standard of service to all our customers and are dedicated to continuous improvement to ensure added value and satisfaction.

#### To achieve this we will:

- ✔ Ensure that all our customers are treated with respect and fairly
- ✔ Be professional, honest, courteous and efficient in all we do
- ✔ Ensure that you can easily contact us in a variety of ways including by letter, telephone, email, website and social media
- ✔ Provide a fair and equal service to all our customers
- ✔ Provide information that is relevant, accurate, up-to-date and easy to understand
- ✔ Respect customers' rights to privacy and confidentiality
- ✔ Provide timely responses to all requests
- ✔ Consult customers and consider opinions before making decisions that affect the services we provide
- ✔ Promote comments, complaints and compliments process to allow us to continuously improve the way in which we deliver our services
- ✔ Provide a range of options for our customers to comment on, scrutinise, and improve the services delivered by the Housing department
- ✔ Return your call within one working day when you have left a message for a call-back
- ✔ Provide an out-of-hours service for emergency calls
- ✔ Ensure our website is up to date with information and easy to access
- ✔ Promote service standards for all our services
- ✔ Measure how satisfied customers are with our services and use your feedback to improve performance
- ✔ Send an acknowledgement within 3 working days and a response in full by letter or email within 10 working days of receiving it. Where a full response cannot be given, we will update you regularly
- ✔ Be on time for appointments, let you know beforehand if we need to change it and give you an explanation for the delay
- ✔ Make sure that the first person you deal with either answers your question or passes you onto the right person
- ✔ Make sure private rooms are available in our public offices if you wish to speak about a private or confidential matter
- ✔ Let you know how to get information in other languages or formats such as large print or audio tape
- ✔ Hold personal information about you securely in line with the GDPR legislation
- ✔ Make our services, reception and public areas fully accessible

#### In return we ask:

- ✘ You to be polite to our staff and not use offensive language
- ✘ You to keep appointments or let us know as soon as possible if you need to rearrange
- ✘ You to give us advance notice if you need a translator

