

# Take the Rykneid Road to Customer Care!

## When applying our Customer Care Standards Rykneid Homes will...

### Customers

- Only ask for relevant information and explain why it is needed
- Keep customers' personal information in accordance with the Data Protection Act
- Listen to any complaints you may have
- Seek your views on all the services we deliver
- Listen to what you say and consider your views when making decisions
- Keep you informed

### Quality

- Combine performance and quality in high service standards
- Review service standards regularly so they meet the aspirations of all customers
- Tell customers what those standards are
- Try to deal with your enquiry the first time you call

### Business Conduct

- Provide polite, helpful and informative services
- Act with integrity and discretion at all times
- Always treat customers with respect
- Say what we can and can't do, so that you know what to expect from us
- Say sorry when things go wrong

- Rectify mistakes as quickly as possible
- Ensure our services do not expose customers to risks to their Health and Safety
- Answer telephone calls within 5 rings, e-mails within 3 days, and letters within 10 days

### Workforce

- Provide appropriate customer service training to our staff to help them deliver services to you efficiently and professionally
- Wear identification badges at all times

### Inclusion

- Provide customers with written information in clear and simple language
- Respect your right to confidentiality and privacy
- Not discriminate against anyone because of race, sex, marital status, age, disability, gender, sexuality or religion
- Arrange interpretation, translation or signing when requested

### Communities and Neighbourhoods

- Ensure all we do results in a common vision and sense of belonging for all communities

***Make every experience of Rykneid Homes a positive one!***