
Customer Care Policy

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Customer Care Policy

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Customer Care Policy

1. Introduction

This Policy sets out Rykneld Homes (RH) approach to customer care and the service we deliver.

Understanding our customers is essential to ensure that they receive respectful, consistent, and high-quality services and support.

Rykneld Homes is committed to putting our customers at the heart of everything we do, delivering excellent customer care to all customers and stakeholders. We aim to treat everyone with respect, fairness, and dignity, and to respond to queries and concerns promptly and professionally.

2. Scope

This Policy applies to all employees of RH.

All employees are expected to comply with this Policy at all times to protect the reputation and interests of RH.

3. Values

Rykneld Homes Business Plan sets out the Company's commitment to:

- Transparency – Be honest, open and accountable
- Teamwork – Work as a team and embrace collaboration
- Equality – Treat everyone fairly and with respect
- Responsiveness – Provide timely service, advice and support
- Inclusivity – Support customer engagement and influence
- Innovation – Embrace change and innovation.

4. Service and Consumer Standards

Rykneld Homes fully supports the Government's Transparency, Influence and Accountability Standard, ensuring that we are open with tenants and treat them with fairness and respect so that they can access services, raise complaints, influence decision making and hold us to account where necessary.

We have a commitment towards customer care and publish Service Standards for each service area to communicate the level of service customers can expect from us.

For the Customer Services Team we set the following targets:

- To answer 85% of calls
- To answer inbound telephone calls within an average of two minutes
- To achieve a 90% Satisfaction rate for call-handling.

We are proud that we exceed these targets.

In addition, 85.8% of respondents in our most recent Tenant Satisfaction Survey felt that they agreed that "Rykneld Homes treats me fairly and with respect".

All our current levels of performance are reported on our website: rykneldhomes.org.uk.

5. Communications

Rykneld Homes will ensure that its communications are in line with the Regulator of Social Housing's Consumer Standards.

6. Customer Involvement

Rykneld Homes is accountable to their customers and ensuring that we understand our customers is key.

Our services are open to scrutiny by our Scrutiny Team and Customer Board, giving us more knowledge and capacity to respond to customers' priorities and views.

We offer a range of involvement opportunities for customers who are interested in helping to shape our services and are keen to work with customers who want to have a positive impact on their local community. Some of the ways customers can get involved include:

- Your Scrutiny Team
- Customer Board
- Digital Involvement Group/customer surveys
- Joining or setting up a Tenant and Residents Group
- Community Clean-ups
- Training
- Work Experience
- Volunteering with RH or Community Groups.

Customers can get involved with RH or find out more about our involvement opportunities by getting in touch via our ContactUs form on the RH website, by email contactus@rykneldhomes.org.uk or by letter clearly marked for the Community Involvement Team, Rykneld Homes Limited, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

All correspondence will be acknowledged and responded to in a timely and professional manner.

7. Equality, Diversity and Inclusion (EDI)

We recognise that people's needs and abilities are not the same and that these differences, whether because of gender, gender reassignment, age, race, religion, colour, beliefs, ethnic or national origin, sexual orientation, marital status, pregnancy or disability should not be barriers to people accessing services or achieving their potential and living free from discrimination.

We have joined the Government's Disability Confident scheme, which means we are helping to positively change attitudes, behaviours and cultures, including creating a workforce that reflects the diverse range of the customers we serve.

Rykneld Homes' Strategies and Policies for each Service area set out the considerations that are made in respect of EDI for each particular service area. Examples of these include:

- The Repairs Policy, which sets out how services are reasonably adjusted or flexed to support vulnerable customers
- The Communications Strategy, which includes information about translation services, accessibility of service information and the website
- The Human Resource Strategy, which includes fairness in recruitment, reasonable adjustments to support employees and adoption of Disability Confident
- The Community Involvement Strategy, which includes information about RH's adoption of the Together with Tenants Charter six themes and ways customers can be involved and shape services, projects to engage customers and events to promote communities' engagement.

We also commit to the following EDI Objectives;

- Improve accessibility of services (Equality)
- Support people to live independently and sustain their tenancy (Equality)
- Support all customers to shape service delivery (Inclusion)
- Support and promote the diversity of Communities and RH (Diversity).

Further details can be found in our Equality, Diversity and Inclusion Policy available on the Company website.

8. Access Methods and Customer Contact

We will ensure that all communications meet the RH values, as stated in section 3, Values above.

A. Telephone

Rykneld Homes has a dedicated Customer Advice and Support Team (CAST) to answer calls relating to all aspects of service delivery and aim to resolve enquiries at the first point of contact.

CAST opening times are:

- Monday to Friday 8 a.m. – 4 p.m.
- Bank Holidays Closed
- Between Christmas and New Year Closed

Customers can also contact our Out of Hours service for **emergency repairs** when CAST are closed on **08000 121 621**.

B. Face to Face

For some customers face to face access to services is most appropriate and these can be accessed via the Council Offices on Mill Lane, Wingerworth, S42 6NG.

Appointments are always recommended as we cannot guarantee the best person to deal with your enquiry will be available without an appointment.

C. Email

Rykneld Homes has an email address for customers to use if they wish to contact us by email (contactus@rykneldhomes.org.uk).

D. Letter

Customers can send letters and these should be clearly marked for the appropriate person/service area, Rykneld Homes Limited, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

Each letter will be acknowledged and responded to in a timely and professional manner.

E. Website

Customers can contact us by completing an online form on the RH website www.rykneldhomes.org.uk.

F. Social Media

Social media adds more contact choice and makes it easier for some customers to access the services and information they need.

X (formerly Twitter) and Facebook give customers the opportunity to use additional access channels.

All information is updated regularly to ensure that customers receive up to date and accurate information and we review access channels in line with digital transformation

9. Performance

Performance Indicators are taken to Customer Board for consultation and are approved by RH Board and North East Derbyshire District Council annually and updates are published on our website and newsletters.

10. Training and Inductions

Rykneld Homes has an ongoing commitment to customer care and the principles contained within this Policy. We train our staff to ensure that they uphold the standards and behaviours expected and include these within the corporate induction programme which is compulsory for all new employees.

11. Communication Strategy

This Strategy can be found on the RH website www.rykneldhomes.org.uk.

We communicate any customer care updates to our customers via:

- Your Rykneld magazine
- Social Media
- Rykneld Homes website.

12. Complaints

Rykneld Homes gives our employees the freedom, skills and encouragement to solve problems for customers in the first instance, whenever possible. However, there are also situations which require additional support.

The RH Complaints Policy is widely publicised and accessible for all customers and employees. Rykneld Homes will:

- Listen to customers
- Solve complaints in a timely and effective manner
- Identify complaint trends and learn from them to improve our service and level of customer care, whenever possible.

We welcome feedback to help us improve. Customers can:

- Submit complaints, compliments, or suggestions via phone, email, letter, or online
- Expect complaints to be handled under our formal complaints procedure
- Escalate issues if unsatisfied with the initial response.

13. Unacceptable Customer Behaviour Policy

Actions or behaviours considered unreasonable or unreasonably persistent specifically in relation to complaints include:

- Refusing to specify the grounds of a complaint, despite offers of assistance with this from RH staff
- Refusing to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- Refusing to accept that issues are not within the remit of our complaints procedure, despite having been provided with information about the procedures scope
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice. For example, this includes demanding information that would breach the Data Protection Act
- Making what appear to be groundless complaints about staff dealing with the complaints and seeking to have them replaced

- Changing the basis of the complaint as the investigation proceeds and/or denying statements made at an earlier stage
- Introducing trivial or irrelevant new information which the complainant expects to be taken into account and commented on or raising large numbers of detailed but unimportant questions and insisting they are all fully answered
- Adopting a 'scattergun' approach: pursuing a complaint or complaints with RH and a number of RH staff/departments and, at the same time, with a Member of Parliament/Councillor/Independent Auditor/Police/Standards Board/Solicitor/the Housing Ombudsman Service
- Making unnecessarily excessive demands on the time and resources of staff whilst a complaint is being looked into by, for example, excessive telephoning or sending emails to numerous RH staff, writing lengthy, complex letters every few days and expecting immediate responses
- Submitting repeat complaints, after complaints processes have been completed, essentially about the same issues, with additions/variations which the complainant insists make these 'new' complaints which should be put through the full complaints procedure
- Refusing to accept the decision – repeatedly arguing the point and complaining about the decision.

Combination of some or all of the above or the unreasonable behaviours listed in the other sections of this Policy.

14. Contact

Rykneld Homes Ltd
2013 Mill Lane
Wingerworth
Chesterfield
S42 6NG

Tel: 01246 217670

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	Customer Access Strategy		
V1	Community Involvement Manager	October 2007	New Policy approved at Board 18.10.2007
	Customer Service and Access Strategy		
V2	Performance and Quality Manager	November 2008	Re-titled, reviewed and amendments made
V2.1	Performance and Quality Manager	November 2008	Review and amendments made
V4	Business Support Manager	November 2009	Review and amendments made
V4.1	Business Support Manager	February 2010	Review and amendments made
V5	Customer Services Team Leader	October 2010	Review and amendments made
	Customer Care Strategy		
V1	Customer Services Manager	September 2014	Re-titled, reviewed and amendments made
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	Customer Care Policy		
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V3	Update by Customer Experience Officer	13.08.2026	Review and amendments made to Section 13

NO ENGLISH? NO PROBLEM

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Język polski

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