



Wythenshawe
Community Housing Group



Your Guide

Customer Care Standards

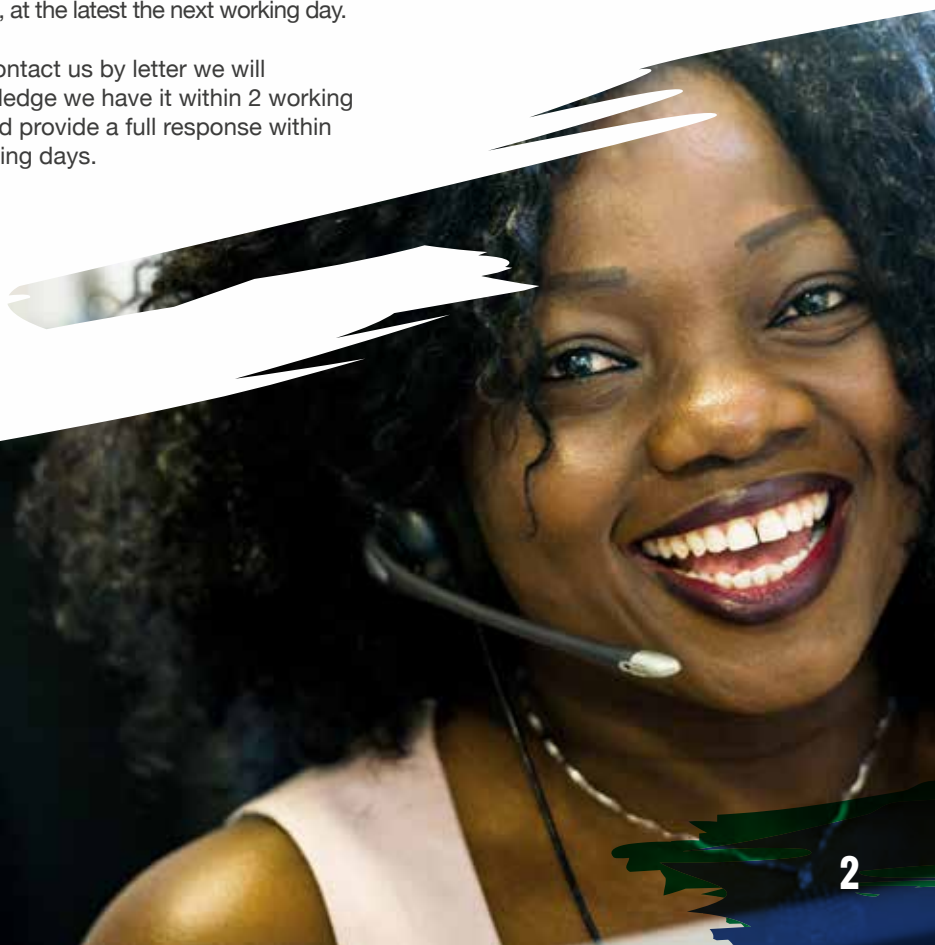
One Service

It is important to us that we are here for you when you need us and when you do need us you know what to expect, when to expect it and what we expect from you.



Responding to your enquiries when you contact us

- When you telephone we will answer your call as quickly as possible, usually in less than 30 seconds.
- We will aim to sort your query out there and then, if not we will let you know what we will do to resolve it for you.
- If the person you need to speak to is not available you will be called back as soon as possible, at the latest the next working day.
- If you contact us by letter we will acknowledge we have it within 2 working days and provide a full response within 10 working days.
- If you send us an e-mail or social media message to one of our teams and we can't resolve it within one working day we will let you know who is dealing with it and when you can expect a full response.
- We will make sure we use plain English and don't use jargon when talking to you and in our written responses.



When we need to visit you

- Where possible we will visit at a time that has been agreed with you, and tell you the reason for our visit. In some cases we may need to visit without an appointment, but will make sure we tell you exactly why we have called.
- We will visit within the times we say we will, tell you our names and show you our identification straight away.
- We will treat your home with respect and make sure that the area we have worked in is left clean and tidy.
- If we need to follow up with actions after our visit, we will agree a timescale with you and what the next steps are.



If you call in to see us

- We will see you as quickly as possible.
- We will aim to sort your query out then and there and make every effort to make officers available to you if you need them.
- If the officer you require is not available we will either make you an appointment or make arrangements for them to contact you. Alternatively you may be seen by someone else.
- If you have an appointment we will aim to ensure that you don't have to wait longer than 5 minutes from your appointment time to be seen, if there is a delay we will let you know as soon as possible.
- If you wish to speak to someone in confidence we can offer you a private room, you just need to ask.



If we get things wrong

- We will listen to what has gone wrong, apologise and try to put it right as quickly as possible.
- If we can't sort it out for you informally we will tell you about our complaints procedure.
- If you decide to complain we will acknowledge your complaint in 2 working days and provide you with a full response in 10 working days.
- Learn from our mistakes and use your feedback to improve our services.



What can you expect from our staff

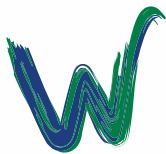


- To be treated as an individual and offer you a service that takes account of your specific needs, please let us know if there is anything we need to know to do this.
- Patience, understanding, and sensitivity when dealing with you.
- An open, honest and professional approach.
- Respect your right to confidentiality.
- We will ask you to refrain from behaviour that is inappropriate or unreasonable.

What you can do to help



- Have as much information as possible when you contact us to help us sort out your enquiry as quickly as possible.
- Allow us the time agreed to respond to your requests.
- Treat our staff in a respectful manner.
- Let us know if you can't make any appointments as soon as possible.



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