



PORT OF LEITH
HOUSING ASSOCIATION

CUSTOMER CONTACT MANAGEMENT POLICY

FULL REVIEW TRACKING

Policy Owner	Claire Ironside
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Communication & Training Methods	Policy to be discussed by all managers at team meetings
Date Last Approved	September 2017
Approved By	SMT
Review Cycle	3 years
Next Review Date	October 2020
The Policy has a direct link to the following PoLHA policies and procedures	POLHA Customer Charter; Service Complaint Management Policy and Procedures; Responsive Repairs Management Policy and Procedures; Difficult Customer Management Policy
This policy complies with the requirements of these legal and/or regulatory documents	n/a
Equality & Diversity Impact (EI) Assessment Status	<p>This document was EDI Assessed by Joyce Cuthbert using the organisation's set procedure in September 2017 and is considered to be free of anything which may lead to any unfair discrimination in its application.</p> <p>EI Assessment records are held by the Chief Executive's Office and can be accessed on request to the Head of Corporate Services.</p>

REVISION TRACKING

Revision Date	Part of doc revised	Reason for revision	Approved by

1. BACKGROUND/INTRODUCTION

1.1 The purpose of this policy is:

- To help ensure consistency, efficiency and fairness in our approach to service delivery
- To provide clear guidance to staff on the expected standards of customer care and service delivery
- To provide clear information to customers on what standards of customer care and service delivery they can expect from the Association
- To provide clear guidance to staff on the timescales for communication responses (internal and external).

2. POLICY STATEMENT

2.1 A key business goal for the Association is to deliver valued services to our customers. This policy sets out our service standards around customer care and communication (internal and external). In handling all contacts with PoLHA customers, the standards laid out in the PoLHA Customer Charter must be adhered to. All customer contacts are handled in a positive, welcoming manner. We record communication preferences and try to accommodate these where possible.

3. RESPONSIBILITIES UNDER THE POLICY

3.1 SMT has responsibility for approving the policy.

All staff have responsibility for applying the policy consistently to external customers and internal/external colleagues.

4. POLICY FRAMEWORK

4.1 *Handling Telephone Contacts*

When dealing with contacts by phone we:

- Answer the phone as quickly as possible
- Give the caller the name of the person they are speaking to
- Forward the caller to a named member of staff to call back by the end of the following working day, if we are not able to deal with the enquiry immediately
- Respond by the end of the following working day if a voicemail message has been left

4.2 *Handling Email Contacts*

When dealing with email contacts, we:

- respond either by email, letter, phone or in person within three working days
- If we are not able to give the customer or a colleague a full response at that stage, we let them know when they can expect this.

4.3 *Handling Contacts by Letter*

When dealing with contact by letter, we:

- respond either by email, letter, phone or in person within three working days
- If we are not able to give the customer a full response at that stage, we let them know when they can expect this
- Write to people in a format, or contact them in a format, that is accessible to them

4.4 ***Dealing With Face To Face Contacts***

When dealing with people face to face, we:

- display appropriate ID so that customers know who they are talking to
- deal with enquiries at the first point of contact wherever possible and, where this is not possible, forward the query to a named member of staff who will contact the customer by the end of the following working day
- ensure our reception area is clean, tidy and welcoming with relevant information available on our services

4.5 ***Handling Contacts Where A Further Appointment Is Required***

Where a customer requires **an appointment** to see a member of staff, we:

- arrange an appointment at a suitable time either in the office or in their home
- conduct any interviews in the office in private
- inform the customer as soon as possible if we can't keep our appointment with them

4.6 ***Managing Home Visits***

When we visit a customer at their home we:

- are on time or, if delayed, call to let the customer know when we will arrive
- show the customer appropriate identification
- explain the reason for the visit
- respect the customer's home and appropriate customs
- leave a card if the customer is out, telling them how to contact us

4.7 ***Handling Contacts About Responsive Repairs***

The service standards for our responsive repairs service are no longer than:

- 2 hours for emergencies;
- 24 hours for immediate repairs;
- 5 working days for urgent repairs;
- 15 working days for routine repairs

We provide an out of hours emergency service through a 24 hour call centre.

Customers can report repairs during working hours by phone (including a freephone number); email, in person or in writing. Our contractors offer morning or afternoon appointments Monday – Friday 8am – 5pm.

4.8 ***Handling Contacts About Service Complaints***

These are dealt with under the Association's Complaints Policy & Procedures, which

state that:

- we acknowledge receipt of service complaints within 3 working days
- we respond within 5 working days for a stage 1 complaint
- we respond within 20 working days for stage 2 complaints.

4.9 **Contact through Social Media**

We respond to posts/tweets on the same day wherever possible (except at weekends or public holidays when the office is closed).

4.10 ***Handling Emails From Colleagues***

The same standard applies to responses to internal emails/requests to attend meetings from colleagues as to external emails – ie these should be replied to within three working days, either by phone, email or in person. If you are not able to give a full response at that stage, you should let your colleague know when they can expect this.

5. **ASSOCIATED PROCEDURE(S)**

5.1 None specific.

6. **POLICY & PROCEDURE EFFECTIVENESS ASSESSMENT CRITERIA**

6.1 Response times for phone calls, call backs and letters are reported on and monitored by managers on a monthly basis.