

Useful Customer Service Contact Details:

Landline freephone: 0800 195 55 15

Mobile freephone: 0300 666 5515

Email: info@sentinelha.org.uk

Address: Sentinel Housing Association
Oakfern House
56 Kingsclere Road
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Hampshire
RG21 6XG



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If you would like this policy in large print, Braille or translated,
please contact the Customer Service Centre on 0800 195
5515 from a landline or 0300 666 5515 from a mobile

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Customer Service Policy

“Going the extra mile.”

Sentinel



Customer Service Policy

Why do we have this Policy?

This policy sets out how we make sure you're at the centre of everything we do. Excellent customer service runs throughout the whole of our organisation and we work hard to make sure we're always raising the bar.

Our Pledge

Communicating

We will:

- Aim to resolve your query the first time you contact us.
- Introduce ourselves when we speak to you and wear identity name badges at all times.
- Keep you up to date with what's happening in Sentinel through our website and our customer magazine.
- Let you know honestly if there is something which we are unable to do because it is beyond our control.
- Train all of our staff to deliver excellent customer care.
- Reply to your requests within the following timescales –
 - Requests by email 2 working days
 - Requests by letter 10 working days
 - Requests by fax 2 working days
 - Requests by phone next working day

- When you phone our offices we will:
 - Aim to answer your call within 25 seconds.
 - Return your call within 24 hours if you leave us a voicemail.
- When you visit our offices we will:
 - Make sure that we see you within 10 minutes of your appointment time.
 - Aim to get someone to speak to you within 15 minutes of your arrival if you arrive without an appointment.
 - Offer you an interview room if there is something you wish to discuss in private.

Valuing you

We will:

- Always treat you with courtesy and respect.
- Provide you with the support you need to get involved.
- Take your complaints seriously and deal with them as quickly as possible.

Continuously improving.

We will:

- Involve you in our decision making processes and regularly ask you what we could do better.
- Use the complaints you make and the compliments you give us to improve our service.
- Tailor our services to meet your needs.