

# Customer Care and Service Standards

The Homemovers Service will be delivered in line with Wirral Council's corporate customer care standards and customer charter. The Council exists to help and support the people of Wirral and will act with honesty, integrity and respect in all that it does.

## What can you expect from the service?

The Council makes the following promises to you, the customer, depending on what form your query is made in:

### Face to face

- We will deal with you in a positive and welcoming manner and treat you politely.
- If you have made an appointment, we will meet it.
- We will ensure that your access needs are met and offer to visit your home.
- If we do not meet your appointment, we will always apologise for any delay and, if required, Home Ownership Advisory Officers will endeavour to rearrange the missed appointment for a more suitable time.
- Officers will visibly display their identity card.
- For customers who don't speak English or are deaf, an interpreter or signer will be arranged.
- We will look clean and smart at all times.

### In writing

- We will answer all enquiries received by letter and email as quickly as we can and in all cases within 15 working days. Email enquiries will be acknowledged within 24 hours.
- If a full response cannot be issued within 15 days, we will write to you to explain why.
- We will use clear, respectful and straightforward language.
- We will give you a contact name and telephone number.



### Telephone calls

- We will answer all telephone calls within 15 seconds
- We will greet you by saying either good morning/good afternoon
- We will be pleasant, polite and as helpful as possible.
- We will give you our name and ask how we can help you.
- If your query will take some time, we will ring you back.
- If you need to speak to someone else, we will ensure you are connected with him or her.
- If we fail to meet these standards, we will always apologise and try to put it right.

### Data Protection and Freedom of Information

- Any information you provide will be held securely and in accordance with Data Protection legislation.
- When we no longer have need to keep information about you, we will dispose of it in a secure manner.
- We will provide a secure network facility to protect any personal information that you provide when applying for services online.
- We will provide any information requested under the Freedom of Information Act within 20 working days of receiving the request.

### General

- Under normal circumstances, should you call in at one of the Council's reception points, a representative will see you to discuss your enquiry within 10 minutes. Where a specialist officer is needed, this may take longer than 10 minutes or require a separate appointment.
- We will provide additional support to customers who need it to access our services.
- We will try and resolve your enquiry at point of contact, or tell you within 15 working days what actions we are taking. We will keep you informed of the progress following your enquiry.

### To help us to help you

- We expect that you will give us the opportunity to investigate and resolve enquiries within their timescales.
- We expect to be treated politely and with respect.
- We welcome your comments and suggestions.

If you are dissatisfied with the customer care that you have received or any other aspect of the Council's service then we would encourage you to contact us. The Council has a formal complaints procedure and details are included within this pack.

We will respond to all complaints as quickly as we can and in all cases within 15 working days or explain why a reply might take longer.

