

# Keeping in touch standard

Developed together  
with customers







Our "keeping in touch service standard" outlines what you can expect from our teams, ensuring you receive a good service every time you contact us.



# We promise to –

- Treat you and your home with respect, and you can expect a warm, clear, professional response from every team member you speak with.
- Aim to resolve your enquiry fully during your first contact with us
- If we need additional time to provide you with an answer, we'll get back in touch by the end of our next working day
- If we can't do something, we'll let you know why
- If we need some help or further information from a colleague, we'll make sure we get you to the right person who can help. We'll let you know who will be in touch with you and keep you updated. If we can't reach you, we will try again. Where available we'll leave a clear message explaining when we will try again. You can also find updates about your enquiry via your online account.
- If resolving your enquiry takes longer than expected, we will provide regular updates until it's resolved. As a minimum we will update you every 2 weeks
- Welcome feedback on how we are doing and how we can improve, and we will share with you how we have used your feedback
- Take into consideration your personal circumstances and adjust our services where we are able. We'll work with advocates or personal representatives where appropriate. If you need help beyond what we provide, we'll connect you to other trusted people and organisations.



# We'll know we're delivering this standard when –

- You're happy with how we handled your enquiry (transactional surveys)
- 100% of callbacks completed by the end of the next working day
- Share quarterly updates about how we have used your feedback to improve our services 'you said, we did'.

