

Our Customer Service Standards

Our Customer Service Standards relate to all services provided by us, so this includes:

- An enquiry - no matter how it's made.
- A request for a repair and whilst completing work to a home or in the community.
- A customer case (e.g. when providing support, anti-social behaviour complaints, tenancy management, insurance claim, damp issues in a home).

When customers contact us we want them to:

- know that we have listened to them, fully understood their problem and the outcome they are seeking.
- feel valued by Bron Afon and that their service request is important to us.
- feel that we have given them the correct advice and support.
- understand what action will be taken.
- know how and when they will be kept informed about progress.
- feel satisfied with the outcome of their conversation with us and understand the reason for any decisions.

When we are dealing with a customer case, enquiry or request we will:

- keep our promises made at first contact.
- keep them up to date on progress.
- let them know if we need to make changes to actions agreed and explain our reasons for this.
- let them know who is dealing with their request.
- be open and honest if we are unable to do something that has been requested of Bron Afon, explaining our reasons for this and offering other options if we can.
- keep up to date records of contact and communications.
- offer the right advice and support from start to finish.

Whenever we arrange a visit to a customer's home for an appointment or to carry out work we will:

- let the customer know in advance when we will be visiting.
- turn up when we say we will.
- do our very best to meet the customer's personal needs and circumstances.
- respect the customer's home and leave it clean and tidy where we have completed works.
- finish any work to the customer's satisfaction.
- agree any follow up action required and ask how frequently they would like us to update them for on-going cases.
- check before we leave that they are happy and there is nothing outstanding.

When we've finished a call, resolved a case or enquiry, or completed work to a customer's home, we will:

- inform the customer of the outcome within agreed timescales.
- explain the reason for the decisions we have made.
- record the outcome and where necessary confirm the outcome in writing.
- ask for feedback on how satisfied they are with our service.
- ask if they feel there is anything we could have done better.
- learn from the customer's feedback.

