

# **River Clyde Homes**

## **Customer Care Policy**

**Approved 12<sup>th</sup> December 2006**

**Review date - two years from the point  
of transfer**

This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages. This will be made available by River Clyde Homes at no additional charge. If you, or anyone you know, would benefit from this, please advise Yvonne Clark on 01475 712699 or email [Yvonne.Clark@riverclydehomes.org.uk](mailto:Yvonne.Clark@riverclydehomes.org.uk)

Ten tekst jest dostępny w różnych językach i formatach. Prosimy skontaktować się z biurem River Clyde Homes, telefon 01475 712354 i będziemy mogli wtedy pomóc.

यह पालिसी अनेक भाषाओं और फ़ॉर्मेटों में उपलब्ध है। कृपया River Clyde Homes से 01475 712354 पर संपर्क करें और हमें सहायता करने में प्रसन्नता प्राप्त होगी।

ਇਹ ਪਾਲਿਸੀ ਬਹੁਤ ਸਾਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਫਾਰਮੈਟਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ River Clyde Homes ਨਾਲ 01475 712354 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਮਦਦ ਕਰਨ ਵਿਚ ਸਾਨੂੰ ਖੁਸ਼ੀ ਮਿਲੇਗੀ।

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是項政策備有一系列的語文版本及其它格式以供索取。請致電 01475 712354 聯絡 River Clyde Homes，我們樂於向你提供援助。

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#### **1.0 Statement of objectives**

1.1 The objectives of this policy are to confirm River Clyde Homes commitment to providing a high level of customer care and to outline the standards we have put in place to ensure that this is achieved.

#### **2.0 Policy Statement**

2.1 Customers at the heart of River Clyde Homes. We will treat them with respect and courtesy and be responsive to their needs. We will strive to work in partnership with our customers to continually improve the quality of service that is delivered to them.

2.2 River Clyde Homes has specific core values in respect of how we interact for tenants and stakeholders. These values reflect how River Clyde Homes wishes to conduct relationships and interact with all customers, employees, partners and suppliers. The underpinning values are

- ❖ Partnership- working productively and positively with stakeholders for the best outcomes for communities
- ❖ Service excellence- having a 'can do' approach to ensure communities are serviced effectively and to the best of our ability
- ❖ Expertise- acknowledging and utilising the strengths of key players in achieving exceptional housing and vibrant communities
- ❖ Integrity- being open about and accountable for what we do, respecting others and behaving professionally.

2.3 River Clyde Homes also values reciprocation of the core values from customers, employees, partners and suppliers, with whom we have relationships.

### **3.0 Compliance with Performance Standards**

3.1 This policy has been designed to comply with Communities Scotland's Performance Standards for Registered Social Landlords and, in particular, the following:

GS 3.1 Responsiveness to Service Users: We place the people who want to use our service at the heart of our work. We treat people with respect and are responsive to their views and priorities.

### **4.0 River Clyde Homes Customer Care Standards**

4.1 The document 'River Clyde Homes Customer Care Standards' details exactly how we will operate our business so as to provide a high level of customer care. These standards are shown at appendix A.

4.2 These cover our standards and procedures relating to general standards, contact with customers, quality of services, access to information and complaints & feedback.

4.3 The Customer Care Standards will be given to every tenant of River Clyde Homes to show them the standard of service that they should expect when dealing with us.

### **5.0 Staff Code of Conduct**

5.1 River Clyde Homes has a Staff Code of Conduct which outlines the standard of behaviour and conduct which we expect from our employees. Central to this Code is the need to provide high standards of customer care at all times.

## **6.0 Staff Training on Customer Care**

6.1 When starting employment with River Clyde Homes, all new employees are issued with a copy of the Staff Code of Conduct and Customer Care Standards and staff induction training will include details of what standards of service staff must provide to tenants and stakeholders..

6.2 To ensure the ethos of high standards of customer care is instilled throughout the organisation, staff training is given to all employees on a regular basis.

## **7.0 Customer Comments and Complaints**

7.1 River Clyde Homes has formal policies and procedures that allow our customers to make comments or complaints about any aspect of its service. It is crucial that we listen to the views of our customers and act upon any complaint if we are to provide high standards of customer care.

## **8.0 Corporate Fit**

8.1 This policy will underpin all other River Clyde Homes' policies and procedures. The principles enshrined in this policy will be integral to all of River Clyde Homes' working practices and will be mainstreamed across the organisation.

8.2 This policy is linked, in particular, to the following operational policies of River Clyde Homes:

- Tenant Participation Policy
- Equalities Monitoring Policy
- Comments and Complaints Policy

## **9.0 Equal Opportunities**

9.1 River Clyde Homes is committed to achieving social justice and equality of opportunity in every area of its work. We will do this by aiming to ensure that all services are equally accessible to, and meet the needs of, all residents.

9.2 The standards of service outlined in our Customer Care Standards will apply to all customers of River Clyde Homes. We will take steps to ensure that this occurs. Further information is available in our Equal Opportunities Policy and in our Equalities Action Plan.

## **10.0 Managing Performance**

10.1 River Clyde Homes operates a comprehensive Performance Management Framework. The findings from this will help inform future actions and, thus, ensure that we are responsive to the needs of our service users. River Clyde Homes will operate the Customer Care Policy for twelve months and monitor and report on outcomes. Following this, River Clyde Homes will work in partnership with FITRA, RTOs and tenants to ensure continuous improvement of the standards achieved and develop methods of peer group monitoring which could be implemented to assist with this process.

## **11.0 Review**

11.1 This policy will be reviewed every two years from the date of transfer, in consultation with tenants, including tenants' organisations and stakeholders, as per Guiding Standard 2.2. This review is subject to an earlier date if legislative, regulatory or good practice guidance dictates this.