



# RCH Group Policy: Customer Care Policy 2026-29

Policy Owner	Customer Services Director
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Approval Body	Social Landlord Operations Committee
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## Contents

1. Scope	3
2. Introduction	3
3. Definitions	3
4. Policy Statement and Responsibilities	4
5. Equality, Diversity and Inclusion	5
6. Review	5

This policy can be made available, on request, in different languages and in other formats such as large print, audio format and braille as required.

## 1. Scope

- 1.1 This is a Group policy and therefore applies to Staff, Board and Committee members of The RCH Group of companies. As at January 2026, The RCH Group consists of River Clyde Homes and its subsidiary, Home Fix Scotland Ltd.

## 2. Introduction

- 2.1 The policy describes how River Clyde Homes Group (RCHG) will seek to achieve the highest standards possible in providing services and information to our customers and other service users.
- 2.2 This Policy sets out our approach to achieving the highest standards of customer service, drawing on a wide variety of policies and procedures which describe in greater detail the various activities referred to.

This policy should be read in conjunction with the following key documents and supporting policies:

- 2.3
- Code of Conduct Policy
  - Complaints Policy
  - Disciplinary, Capability & Dismissal Policy and Procedures
  - Grievance & Dignity at Work Policy
  - Unacceptable Behaviour Policy
  - Equalities & Diversity Policy
  - Tenancy Sustainment Policy
  - RCHG Service Standards
  - Anti-Social Behaviour Policy

## 3. Definitions

- 3.1 'Staff Member' and 'Staff' – includes the RCHG paid staff and any other persons fulfilling the role of a paid employee, such as those employed by an agency or on secondment from another organisation.
- 3.2 Customers – people we come into contact with during the course of our work, including residents, tenants, factored owners and users of other services provided by the RCHG.
- 3.3 Contractors – includes those other than Board Members, Staff and Involved Customers, who are directly Involved in delivering the RCHG's business activities. This includes contractors, sub-contractors, consultants and agents.

## 4. Policy Statement and Responsibilities

- 4.1 At RCH Group, we are committed to putting our customers at the heart of everything we do. We will always treat our customers with respect and courtesy and will be responsive to their needs. We will work in partnership with our customers to continually improve the quality of service that is delivered to them.

Our values reflect how RCHG wishes to conduct relationships and interact with all customers, employees, partners and suppliers. Our Values are:

- Every Customer Happy
- Every Home Loved
- Every Opportunity Taken
- Every Penny Counts
- Every Person Positive

### 4.2 RCHG Service Standards

RCH Group's Service Standards detail our commitment to providing excellent customer care at all times.

This sets out our standards in relation to how we will

- contact our customers
- interact with customers
- keep customers informed
- give access to information
- provide a high quality service
- manage complaints and feedback.

The RCHG Service Standards will be made available to all RCHG tenants, owners and anyone who uses our services, to set out the standard they should expect when communicating with RCH Group.

This policy and the Service Standards will also be shared with all RCH Group staff to ensure we achieve consistency in our standard of service.

The Service Standards document is available at Appendix 1.

### 4.3 Our Communication Methods

We communicate with and provide services to customers using a range of communication methods. We believe in providing high quality services regardless of the method of communication.

Part of our commitment to excellent services includes continually reviewing communication methods available to customers and increasing the options to

ensure we can meet all customers' needs. We believe in choice and allowing customers to choose which way works best for them

#### 4.3 Staff Code of Conduct

RCH Groups Staff Code of Conduct outlines the standards of behaviour and conduct we expect from our employees. Central to this is our commitment to providing the highest standards of customer care attainable.

#### 4.4 Unacceptable Behaviour

Whilst we commit to providing excellent services at all times, we also set out standards we expect from our customers when communicating with our staff. More information on this can be found in our Unacceptable Behaviour Policy. As part of this policy, we may need to limit communication with customers and remove choice of how they communicate with us. However, we will always ensure that any decisions are made in line with this policy and reviewed regularly.

#### 4.5 Customer Comments and Complaints

If at any time we fail on our services standards, our customers have the right to make a complaint using our Complaints policy. We will accept all complaints from customers or anyone using our services, subject to any limitations as part of our Unacceptable Behaviour Policy and aim to respond to these within the timescales set in the Policy. As part of our management of complaints, we will complete a 'lessons learned' exercise to ensure that we make changes to our services where required, taking into account feedback from customers.

### 5. **Equality, Diversity and Inclusion**

The RCH Group will apply this policy fairly and consistently. In implementing this policy, we will not directly or indirectly discriminate against any person or group of people because of their race, religion or belief, gender, disability, age, sexual orientation, or any other grounds. Our commitment to equality and fairness will apply irrespective of factors such as age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or other personal attributes.

### 6. **Review**

This policy will be reviewed in its entirety every 3 years, unless an earlier review is required due to changes in legal, regulatory or best practice requirements, or because monitoring and reporting reveals that a change in policy is required sooner.

## Appendix 1

### River Clyde Homes Group Service Standards

#### Our Commitment to Excellent Services

##### We will:

- Provide a service that respects our customer's needs, rights, preferences, culture and values at all times during all interactions
- Aim to resolve enquiries at first point of contact wherever possible. Where we can't do this, we will keep customers updated regularly whilst we resolve the enquiry
- Be polite, courteous and respectful at all times, listening to customers and allowing them space to express their views
- Speak in 'plain English', avoiding the use of jargon, acronyms and industry specific terminology
- Listen to feedback from our customers about our services and how we deliver the, making changes where we can to improve services
- Survey our customers regularly, allowing open channels for customers to provide feedback and suggestions for improvements
- Continue to review our communication methods to ensure our customers have a method that suits their needs and allows them to choose how they contact us.

#### Telephone Service Standards

- We aim to answer calls to our contact centre in under 60 seconds
- We will aim to answer all other incoming calls within 5 rings when available
- We will provide a voicemail option for customers calling individual staff telephones numbers and return voicemails within 1 working day or direct you to an alternative number if the staff member is off work
- Our staff will greet customers in a polite and courteous manner, giving our name as part of the greeting
- We will provide a telephone service 24/7, 365 days per year
- We will always ask your permission before putting you on hold. Where we do have to put you on hold, we will limit the number of times and overall duration
- We won't 'cold transfer' your call and will ensure when we are transferring you we ask your permission and then brief our colleagues to prevent you having to repeat your request or problem
- If we have to call you back, we will provide a timescale for when you can expect the call
- At the end of the call, we will thank you and ask if there is anything else we can assist you with

### **Written Communication Standards**

- We will ensure all written communication is clear, easy to understand and written in plain English, free from jargon and acronyms
- We will offer a range of formats for any written documents including other languages, larger fonts and Braille
- We will respond to any written correspondence within 5 working days where possible
- We will respond initially to acknowledge any email received within 1 working day and provide a response within 5 working days. Where it is not possible to provide a full response within 5 working days, we will send an update and continue to do so regularly until your matter is resolved
- We will respond to website enquiries within 2 working days

### **Meeting you in our office**

- We will provide a reception service Monday-Friday 9am-4pm, excluding bank holidays. Where we are required to close our reception for any reason, we will provide as much notice as possible
- We will let you know approximately how long you will be required to wait to see a member of staff if you do not have an appointment
- We will strive to see you within 5 minutes of your pre-arranged appointment time, if this is not possible, we will explain any delays to you and provide an estimated time
- We will provide a private space for you to speak with our staff where available, if not possible at your visit we will arrange an appointment for you to come back
- If English is not your preferred language, we will arrange an interpretation service

### **Meeting you at your home**

- We will offer to meet you at your home if it is more suitable to you or the situation
- Where we arrange an appointment, we will aim to be there within 10 minutes of the appointment time. If we are running late we will call you in advance to let you know
- If we need to rearrange your appointment, we will give you as much notice as possible or offer for another colleague to attend on our behalf if available
- We will ensure all staff members and contractors have identification badges
- We will be respectful of your values, culture and privacy at all times within your home