



# RCH Group Policy: Customer Care Policy 2023-26

Policy Owner	Customer Services Director
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Approval Body	Social Landlord Operations Committee
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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 2023, 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 summarises our standards in the areas of Customer Service and Communication and draws on a wide variety of policies and procedures which describe in greater detail the various activities referred to.
- 2.3 This policy should be read in conjunction with the following key documents and supporting policies:
- 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 – includes 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 RCHG will always treat all our customers with respect and courtesy and will 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.

RCHG has specific core values in respect of how we interact, for customers and stakeholders. These values reflect how RCHG wishes to conduct relationships and interact with all customers, employees, partners and suppliers.

This policy is one of many policies that look to underpin the RCHG Service Standards and ensure that these are easily accessible, understandable and clear in relation to everyone's responsibilities in adhering to the standards.

RCHG believes that a 'high quality service' means that:

- We are accessible (can be easily contacted) by all sections of the community.
- We are accountable for the decisions we make and the actions we take.
- We will keep those we are in contact with informed, as appropriate.
- We will ensure that the information we provide, whether verbally or in written form, is easily understood, accurate and up to date.
- We will consult with our customers and other users on the standards of
- service they receive, and we encourage customers to have a say (to participate) in the decisions we make.
- We will listen and respond to the needs of our customers.
- We will treat those we contact honestly, with respect and courtesy.
- We are reliable and we will do what we say we will do.

#### 4.2 RCHG Service Standards

The document 'RCHG Service Standards' details exactly how we will operate our business to provide a high level of customer care at all times. These standards are shown at Appendix 1.

These cover our standards in relation to how we will; contact our customers, interact with customers, keep customers informed, give access to information, provide a quality of service and manage all complaints and feedback.

The RCHG Service Standards will be made available to all RCHG tenants and owners to show them the standard of service that they should expect when dealing with us.

#### 4.3 Staff Code of Conduct

RCHG has a Staff Code of Conduct which outlines the standards of behaviour and conduct we expect from our employees. Central to this code is always the need to provide the highest standards of customer care attainable.

#### 4.4 Customer Comments and Complaints

RCHG has formal policies and procedures that allow our customers to make comments or complaints about any aspect of our service. It is crucial that we listen to the views of our customers and act upon any complaint if we are to provide the highest standards of customer care. A copy of RCHG Complaints Policy can be found [here](#).

### 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 Aims**

- To deliver a personal, caring and high-quality service to all customers
- To have enquiries resolved at first point of contact where possible
- To strive to exceed the expectations of our customers
- To effectively monitor and evaluate your satisfaction with the services you receive
- To listen to customers views and feedback and use this to improve our services
- To treat customers fairly and with respect
- To ensure equal opportunities of access for all in everything that we do
- To ensure our contractors and those who provide services on our behalf sign up to these aims
- To include customer services delivery as a key element in the recruitment and development of our staff

#### **Telephone Service Standards**

- We will answer 70% of calls to our contact centre in under 30 seconds
- We will aim to answer all other incoming calls within 5 rings when available
- We will give our name when we answer a call
- We will provide a telephone service 365 days per year
- We will respond to all telephone messages by the next working day
- We will always ask your permission before putting you on hold or transferring your call
- At the end of the call, we will thank you and ask if there is anything else we can assist you with
- We may have to call you back at times and when we do, we will provide a timeslot for when you can expect the call

#### **Written Communication Standards**

- We will issue regular company newsletters
- 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
- We will respond to website enquiries within 2 working days
- We will ensure we write in plain English and avoid jargon

#### **Meeting you in the office or at your home**

- 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 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 ensure all staff members and contractors have identification badges
- If English is not your preferred language, we will arrange an interpretation service
- We will call ahead to advise you if we are running late on a pre-arranged appointment at your home
- We will contact you if we have to cancel an appointment or we are unable to make an appointment as soon as we are made aware
- We will always respect your name and your privacy during any home visit or appointment

### **What we require from you**

We require that you:

- Treat our staff with respect
- Let us know if you are unable to keep an appointment
- Tell us about any changes in circumstances e.g. your name or contact number
- Pay your rent regularly and on time
- Take good care of your property and surrounding areas
- Treat your neighbours, visitors and other with respect
- Live in your property as your main home
- Be open and honest when engaging with RCH Group
- Understand we will strive to help you wherever we can however we are not always able to do exactly what you wish

### **Our Service Standards**

- We will communicate in a professional manner
- We will maintain a complaints policy with clear timescales
- We will keep you informed if there are any delays with appointments
- We will let you know how long you can expect to wait for any requests
- We will listen to your requests and take the necessary actions to assist you as much as possible
- We will respect your rights to confidentiality
- We will always treat you in a courteous, friendly and professional way
- If we cancel a service or request for any reason, we will contact you as soon as possible and re-arrange at the earliest convenience