

Name of policy or procedure :	Customer Service Statement	Internal/external	External/Internal
Section	Housing Academy	Teams	CIH Learning, CIH Training, CIH Apprenticeship Training Provider
Policy owner and job title	Sharon Hackett, CIH Housing Academy Operations manager	Approved :	Vanessa Howell, Head of Professional Standards
Date effective from:	Aug 2018	Review date:	Aug 2021
Associated policies and procedures	Complaints policy and procedure	Version	V.1 Aug 2018

1. Introduction

CIH Housing Academy is committed to delivering a high standard of service to our customers. We aim to ensure this by:

- making our staff fully aware of their responsibilities to deliver our customer service standards
- providing our staff with adequate customer service training to ensure that they can deliver our standards
- establishing systems to monitor and review our performance regularly to improve our performance

Our success depends upon everyone in the Academy applying the principles outlined in these customer service standards and these are aimed to support staff working in CIH Housing Academy as they aim to keep our service standards high. CIH's customer service standards are designed to ensure that all staff are aware of the organisation's commitment to deliver them. Standards will be monitored and reported on regularly to the management team with a view to highlighting where improvements can be made.

Our commitment to deliver good customer service also relates to our internal customers, who may be relying on staff in the Housing Academy to be able to deliver to external customers,

2. Customer Service Standards

Written and recorded materials and literature

CIH Housing Academy aims to ensure that:

- Information provided is clear, concise, easy to understand, and inviting to read
- Generic promotional letters or literature carries the date of publication, the individual's initials who compiled it and where appropriate a version number each time it is updated
- Information is regularly reviewed and updated
- Information clearly identifies contact details for the Housing Academy or individuals who can help with any queries
- Staff take care to choose the appropriate communication format to achieve their objectives and be accessible to the customer e.g. telephone, email or letter
- Information always uses non-discriminatory language
- All written communication and literature is in CIH Housing Academy brand and corporate font

3. Communicating with customers

3.1 Dealing with enquiries

CIH Housing Academy aims to ensure that:

All enquiries for information should be processed within 5 working days. If the information cannot be provided within that time period customers will be advised of when they should expect a response, the reasons for the delay and who is dealing with it.

3.2 Telephones

CIH Housing Academy aims to ensure that:

- All callers are responded to effectively and efficiently
- All telephones will be answered within 5 rings by any member of staff
- Staff will speak to customers enthusiastically and courteously
- All staff will greet callers with a message such as 'Good morning or afternoon, the name of the organisation or team and their name. Eg: Good morning, CIH Housing academy, Anna speaking.'
- Abusive customers will be advised that their call will be terminated if the abuse continues
- Phones will be covered between the hours of 9am to 5pm, Monday to Thursday, and 9am to 4pm Friday throughout the year

3.3 Written Correspondence

CIH Housing Academy aims to ensure that:

- All written correspondence will be acknowledged within 5 working days with an explanation of the actions being undertaken and the estimated date staff will be back in touch if the query is not resolved
- All incoming messages will be directed to a generic email address for each team and responded to within 2 working days
- Email correspondence will be responded to within 2 working days using the same language and tone as with any written correspondence
- When individual staff are away from the office 'out of office' messages will be set up including an indication of when the individual will be back in the office and the generic email address to contact in their absence

3.4 Dealing with complaints

CIH Housing Academy aims to ensure that:

- all complaints will be dealt with in accordance with the Housing Academy's Complaints Procedures
- all complaints are acknowledged and apologies offered
- problems are dealt with at the time of reporting where possible
- staff will deal with complaints courteously and calmly
- staff will listen carefully to the complaint and record details as accurately as possible
- all complaints will be monitored on a regular basis and fed into service improvement plans

3.5 Confidentiality

CIH Housing Academy staff will:

- complete security checks to confirm that they are speaking to the correct person that they are about to give information about and they have permission to do so.
- comply with, the requirements of the Data Protection Act 2018
- not disclose any personal information about a member or customer to a third party unless permission has been provided