



CUSTOMER CARE

Involving our customers

We will make sure we understand what our customers need, and develop our services around our customers' expectations.

- We will:**
- regularly ask customers for their opinions about our services.
 - ensure that our customers help shape the services we deliver.
 - be honest about what we can do and what we can't.

Our people

We recognise that we rely on our staff to deliver great Customer Care.

- We will:**
- ensure our staff are trained and competent to deliver our services.
 - ensure our staff treat every user of R&L's services as we would wish to be treated ourselves with respect, courtesy and understanding.
 - train every member of staff in Customer Care.

Reaching us

We will provide different ways to help people contact us and access the services they need.

- We will:**
- make information about R&L and its services easily available.
 - publish opening hours and describe how to access services.
 - provide a welcoming, friendly environment, easily accessible to all.

How we communicate

We want to make every contact a positive experience for our customers.

- We will:**
- always listen carefully to what customers and colleagues say.
 - be polite and honest.
 - give a contact name and details.
 - let people know what will happen next.
 - point people in the right direction if we can't help.
 - provide a suitable environment and ensure confidentiality.
 - write letters, emails and publications that are easy to read and understand.
 - respond to letters and emails promptly and when that is not possible, we will send an acknowledgement with details of who is dealing with the matter.
 - let people know if there will be a delay in responding.
 - ensure answer-phone messages are clear and tell people when to expect a reply and offer an alternative contact.

Measuring how we perform

We want to make sure that our commitment to Customer Care is making a difference, and we will assess our success by measuring what our customers value.

- We will:**
- seek regular feedback on Customer satisfaction.
 - publish details of how customers can tell us about complaints, pay compliments and give us feedback.
 - investigate all complaints thoroughly, as quickly as possible, and learn from mistakes.
 - set specific Customer Care standards and publish the results.