



# CUSTOMER CARE POLICY

---

## Contents

|    |                                                  |   |
|----|--------------------------------------------------|---|
| 1. | Introduction .....                               | 2 |
| 2. | Contacting us.....                               | 3 |
| 3. | Complaints.....                                  | 3 |
| 4. | Communication.....                               | 4 |
| 5. | Breaches of this Policy .....                    | 4 |
| 6. | Equal Opportunities.....                         | 4 |
| 7. | General Data Protection Regulations (GDPR) ..... | 4 |
| 8. | Other relevant policies .....                    | 5 |

## **1. Introduction**

ng homes acknowledge that all our customers (i.e. tenants, owners, applicants etc) must be dealt with in a professional and appropriate manner which reflects the public image and customer focus of the Association. We aim to meet our customer's needs and, where, possible their expectations and we will consult with you regularly to ensure we know what these are.

### **What to expect from us**

When you contact either of our offices or call centre we will:

- Answer calls received during normal working hours (Monday–Friday 9am– 5pm). All calls will be answered promptly, as soon as a call handler is available.
- Respond to telephone calls within 24 hours of the call being received.
- Provide an out of hours service, where our telephone number will divert to our concierge service.
- Provide an out of hours emergency repairs service.
- Respond to general e mail and web enquiries within 2 working days.
- Respond to formal complaints, no matter how they are brought to our attention, within 5 working days.  
(Refer to our Complaints Policy/procedure for more information on how we will deal with complaints).
- Make sure that someone will always take responsibility to follow up and deal with your enquiry if it cannot be answered first time.
- Keep you informed of progress with your enquiry.
- Maintain all information systems in accordance with the Data Protection Act.
- Use your preferred method of communication, if you have advised us of this (text, email, telephone, letter etc.).
- Respond in plain English.
- Reply in an alternative language if we are advised of your preference.
- Provide hearing loops at the public areas of our offices.
- Provide access to make an appointment with a member of our staff in the most suitable way for you. (e.g Office appointment when Government Guidance allows, telephone, What's App or Teams).
- See customers without a pre arranged appointment within 10 minutes of their arrival in the office. (This will be subject to Government Guidance and Office Opening)
- Provide suitable appointments for having repairs carried out.

### **At all times our customers will be:**

- Treated with courtesy, efficiency and professionalism
- Provided with the information they require
- Treated with respect and dignity

### **To help us ensure this happens we will:**

- Provide regular training for our staff in delivering a high quality service which meets the needs of our customers
- Provide our staff with photographic identification name badges, which they will wear at all times whilst on official business.
- We will use customer journey mapping tools and where appropriate we will consult with our customers when reviewing policies to ensure maximum customer satisfaction across all our services.

## **2. Contacting us**

Our offices are open Monday - Friday 9am – 4.30pm  
Telephone enquiries can be made 9am - 5pm

Our office addresses are:

Ned Donaldson House, 50 Reidhouse Street, Springburn, G21 4LS  
Telephone: 0141 560 6000 Fax: 0141 560 6005

Possilpark Office, 139 Saracen Street, Possilpark, G22 5AZ  
Telephone: 0141 336 1300 Fax: 0141 560 6005

Concierge Office:  
Balgrayhill Office 33 Lenzie Pl, Springburn G21 3TZ – 560 6000 or 0141 630 4321.

Our e-mail address is: [info@nghomes.net](mailto:info@nghomes.net)

Our website address is: [www.nghomes.net](http://www.nghomes.net)

Our out of hours emergency repairs service direct dial number is: **0800 595 595**

Hearing loops are available in the public areas of our offices. We are happy to provide a translation service for customers who are hard of hearing or for whom English is not their first language. Customers may also request written communications in other languages, Braille or as a recording.

## **3. Complaints**

We try to get things right first time but if there are occasions when we do not, we want you to tell us about it. Complaints are an important source of information on how we are performing so we will always encourage you to tell us if our service has fallen short of your expectations.

For more information on our complaints procedure, please refer to our complaints policy.

#### **4. Communication**

ng homes recognise the importance of communicating with customers effectively. We want to provide you with useful information about our services and other issues that might affect you or the area in which you live. We will do this by:

- Issuing regular newsletters
- Regularly updating our website with information relevant to you
- Meeting regularly with area based focus groups and other customer groups
- Making copies of our policies available on our website and in printed form on request.
- Using our text messaging service to update our customers.
- Providing an ng homes APP to allow you to communicate with us.

#### **5. Breaches of this Policy**

If there are breaches of this policy, the matter will be investigated by senior staff and appropriate action will be taken. In terms of staff, this could be up to and including Disciplinary Action in accordance with the Association's Disciplinary Procedures. In terms of customers not treating staff with respect, action taken could be up to and including not being allowed access to the office. When such decisions are taken, the arrangements will be confirmed in writing and the customer will also be advised of the appeal process. An appeal will be considered by a senior member of staff who was not involved in the original decision. Full details are contained in our Unacceptable Behaviour Policy.

Such decisions will be monitored and reviewed if more acceptable behaviour can be demonstrated.

#### **6. Equal Opportunities**

ng homes is committed to ensuring equal opportunities and fair treatment for all people in our work, in compliance with the Equality Act 2010. This policy is equally applicable to all.

#### **7. General Data Protection Regulations (GDPR)**

We recognise the importance of data protection legislation in protecting the rights of individuals in relation to personal information that we may handle and use about them, whether on computer or in paper format. We will ensure that our practices in the handling and use of personal information during the processes and procedures outlined in this policy comply fully with data protection legislation. More information is available from our Data Protection Officer.

## **8. Other relevant policies**

- Equality and Diversity
- Complaints
- Unacceptable Behaviour
- Racial Harassment
- Code of Conduct for Staff
- Code of Conduct for Board Members
- Whistle blowing