

# Respond with respect!



## Responding to customers with respect fundamentally underpins our commitment to customer service excellence

We're committed to responding to customers within our agreed timescales:

**Voicemail and telephone messages** – our customers think it's reasonable to expect a response within 2 working days, and if we don't have the answer straight away they want to be kept updated – at least once a week until the query is resolved.

**Visiting our offices** – we've promised to attend to visitors within 3 minutes of their arrival at reception – at all area offices

**Letters, emails and website enquiries** – should be acknowledged within 5 working days and responded to in full within 10 working days

**Home visits** – appointments should be made to visit within 5 working days of the request, or within 24 hours for emergencies

In response to customer feedback we've developed a **Respond with Respect** code of conduct for staff, to help us achieve excellent customer service:

**R**esponsibility – every member of staff has a responsibility to ensure that internal and external customer enquiries and requests are responded to quickly and courteously.

**E**mpathy – understand our diverse range of customers and tailor the response and services to the needs of the individual.

**S**ervice Standards – our Customer Service Charter tells our customers what they can expect from us – from you – when we're delivering the services they've been promised.

**P**romptness – each and every customer enquiry should be responded to quickly, as promised in our Customer Service Charter.

**E**ffectiveness and efficiency – our customers judge Muir Group's performance on how well we respond to their enquiries – so staff providing prompt replies, regular updates, and the right answers means higher customer satisfaction.

**C**ustomer Service Charter – it's our promise to customers that we'll provide the highest standard of customer service, continuously improve our services and exceed our customers' expectations – and it's a promise to be kept by all staff throughout the Association.

**T**eamwork – team effort and co-operation can make all the difference in responding to our customer enquiries quickly and effectively.