

Letchworth
Garden City
Heritage Foundation

CUSTOMER SERVICE STANDARDS

March 2026



commitment

INTRODUCTION

This document sets out the Service Standards of Letchworth Garden City Heritage Foundation which have been developed to demonstrate our commitment to customer service. It explains the standards you can expect from us.

We aim to provide excellent customer service across all our activities, whether you contact us by e-mail, website, social media, telephone, letter or in person.

We take pride in treating people well, being accessible and providing a helpful resolution to any enquiry.

This document has been produced so that you know what levels of service you can expect from us and how we expect to be treated. These overarching Service Standards apply across the whole organisation. We have also provided details about how to provide feedback as your views matter greatly to us.



excellent service

CUSTOMER SERVICE STANDARDS

We are committed to providing all our customers with an excellent service.

We will

- Be courteous and helpful
- Treat you with respect
- Deal with your enquiry or service request quickly, efficiently and accurately
- Keep you informed
- Listen carefully in order to understand and respond to your needs
- Act with integrity and honesty, and treat you fairly and equally
- Do everything we can to resolve your query to your satisfaction
- Finish our interactions in a courteous and polite manner
- Keep our website at **www.letchworth.com** up to date and accessible
- Protect the information you give us

If you need to speak to a specific team or member of staff within the Heritage Foundation, you will need to make an appointment ahead of time. This can be done easily by contacting the relevant person directly or emailing **response@letchworth.com**. We are unable to accommodate walk-in appointments except in an emergency.

You can normally expect

- To have your telephone call answered within 5 rings during our published opening hours
- To receive a response within 2 working days to any answer phone or voicemail message you have left
- To receive a reply to letters and emails within 5 working days of receipt
- For more complex and legal written enquiries, to receive a reply within 5 working days of receipt with an explanation of how long it will take us to prepare a full response and agree this as the deadline for getting back to you
- To have any complaint dealt with promptly and in accordance with our complaints procedures which can be found at **www.letchworth.com**

integrity

CUSTOMER SERVICE STANDARDS



In return we please ask you to

- Treat our staff with respect, recognising that at times we can be extremely busy
- Act with integrity and honesty and provide us with accurate information and plans
- Tell us when your circumstances change
- Tell us what you think of our services

Customer Feedback

We are always looking for better ways to meet your needs and we welcome feedback to help us improve our services. We want to know did we treat you well and did we help resolve your problem.

Please submit your comments via the Contact section on the Foundation's website at www.letchworth.com or by calling us on **01462 530350**. You may also email response@letchworth.com

feedback

At Letchworth Garden City Heritage Foundation we will treat you with respect. And we expect the same in return.

We do not tolerate abusive behaviour including:

- Homophobia
- Racism
- Transphobia
- Deliberate Misgendering
- Antisemitism
- Disability Hate Crime
- Religious Discrimination

All of our staff and volunteers are asked to report incidents immediately to their line manager, who will always investigate and may report crimes to the police.

If any incidents are witnessed or experienced by guests or members of the public, we encourage reporting these to a member of staff or to one of the following organisations:

- **CrimeStoppers**
0800 555111
100% Anonymous. Always.
[crimestoppers-uk.org](https://www.crimestoppers-uk.org)
- **True Vision**
[report-it.org.uk](https://www.report-it.org.uk)
- **National Police Chiefs Council**
[npcc.police.uk](https://www.npcc.police.uk)

In Emergencies
Call 999

respect



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