

Customer Service Standards



Introduction

This leaflet sets out the Service Standards of the Ernest Gardiner Treatment Centre, which is part of Letchworth Garden City Heritage Foundation. These standards have been developed to demonstrate our commitment to customer service.

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

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

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

Customer Service Standards

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

We always aim to:

- See you promptly upon arrival at any of our locations.
- Be courteous and helpful.
- 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.
- Keep our web pages on **letchworth.com** up to date and accessible.

Customer Service Standards

You can normally expect:

- To be seen within 10 minutes of your arrival at any of our locations by our receptionist.
- Due to the size of the team we cannot guarantee that you will be seen but we will take a message and get back to you within three working days.
- To have your telephone call answered within five rings during our published opening hours by a person or the answerphone.
- To receive a response within one working day to any answer phone or voicemail message you have left.
- To receive a reply to letters and emails within three working days of receipt.
- For more complex and legal written enquiries, to receive a reply within three 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 **letchworth.com**.

In Return

We please ask you to:

- Treat our staff with respect.
- 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 **letchworth.com** or by ringing **01462 476007**. You may also email **response@letchworth.com**.