

Customer Service Standards



Introduction

This leaflet sets out the overarching Customer Service Standards of the Letchworth Garden City Heritage Foundation's Transport Service. 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 email, 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. 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:

- Always be courteous and polite.
- 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 honestly and treat you fairly and equally.
- Do everything we can to resolve your query to your satisfaction.
- Keep our web pages at **letchworth.com** up to date and accessible.

Transport Service

Customer Service Standards

You can normally expect:

- To receive a response within two working days to any answerphone or voice messages you have left.
- To receive a response within three working days of any letters or emails you have sent.
- For more complex and legal 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 on a deadline to get back to you.
- To have any complaint dealt with promptly and in accordance with our complaints procedures which can be found at **letchworth.com**.

Your welfare and safety is important to us.

We ensure that:

- All vehicles are properly maintained to VOSA standards and kept in a clean condition.
- All staff are well presented and wearing standard uniform.
- All staff have an up to date first aid qualification.
- Staff always adhere to Safe Systems of Work.
- Service users will be informed at the earliest opportunity if a booking has to be cancelled due to unforeseen circumstances such as sudden mechanical failure on one of the vehicles.

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.
- If cancelling a booking please contact us at the earliest opportunity, somebody else may be able to use the booking time.

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**.