



Customer Care Standards

Purpose

We are committed to providing exceptional customer service measured against a set of clear standards.

Customer Care Principles

We will adopt standards that will form a baseline for our approach to delivering professional customer care. We will: -

- be attentive, polite, and courteous.
- be honest and fair.
- ensure that all published information is correct.
- respond quickly to requests for information.
- explain our services and keep customers informed of what is happening.
- record, and monitor complaints and compliments.
- ensure complaints are dealt with openly and fairly.
- actively seek the views of customers and staff.

Image and Branding

When communicating with customers by letter or printed materials, we will always ensure the correct logo is used.

Responding to Correspondence

We will answer all correspondence from the public in a timely and clear manner.

- All correspondence will be answered within five working days. If a full response is not available, we will send an acknowledgement to you outlining any progress made, why there is a delay and give the name and contact details of who is dealing with the query.
- Use customers' names when known.
- We will ensure that our 'Out of Office Assistant' is switched on with an appropriate message.

Appointments

We will see people punctually when an appointment has been made. Within 10 minutes or the agreed time. If no appointment has been made, we will endeavor to arrange an appointment to see people as promptly as is reasonably possible.

Answering Telephone Calls

We will answer telephone calls promptly and in a helpful manner.

- We will answer calls within five rings.

- We will provide access to an appropriate person during normal office hours.
- Where we are unable to help the caller straight away, we will take the customer's name, address, and telephone number. We will tell the caller when to expect a response or, alternatively, ensure that the appropriate staff member contacts them.
- If we are going to be out or unavailable, we will make suitable arrangements to deal with telephone queries.
- We will offer to take a message if answering a call for someone who is not available.
- When taking messages for unavailable staff, we will ensure all the correct information has been taken and emailed to the correct member of staff.

We will have telephone enquiry numbers, email addresses and access points on our website for public enquiries. This information is to be accurate and up to date.

Complaints

We will publicise a complaints procedure for the service we provide, and promptly deal with any complaints received.

- We will publicise the complaints procedure on our website.
- We will respond to any complaints within 5 working days with either a full response or a progress report.

Access of Services to All

We will do everything that is reasonably possible to make our services available to everyone in line with our Equality and Diversity Policy.

Produced by: Focus on Forestry First Ltd.
www.focusonforestryfirst.co.uk
info@focusonforestryfirst.co.uk

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