

# Customer Service Charter

**At Rosehill, we care about our customers and will always endeavour to get things right first time. We have the following standards in place to set out expectations relating to the level of service customers can expect to receive. We want all contact with us to be a positive experience. We will treat our customers as individuals, fairly, and with respect. We will be mindful of confidentiality and data protection at all times.**



If you contact us by **TELEPHONE**, we will:

1. Aim to answer within 5 rings.
2. Give our name & department.
3. Listen to what you have to say, answer your enquiry, if possible, or direct your call accordingly.
4. Take a message and pass it on if no-one suitable is available.
5. Someone from the relevant department will return your call within 24 hours to obtain further information provide you with an answer, or to give an update & timescale for a full response



If you visit us in the **OFFICE**, we will:

1. Provide a welcoming space, with a clean and tidy reception.
2. Ensure relevant, up to date information is displayed such as office opening times/days.
3. Greet you in a welcoming, friendly and helpful manner.
4. Wear Identification Badges.
5. Make our office accessible for all.
6. Provide appropriate space where private discussions can take place.
7. Ensure you are seen by the relevant person/dept in a timely manner.



If you contact us by **EMAIL OR, LETTER** we will:

1. Respond to you as quickly as possible, and within 3 working days.
2. In cases where we need more time to provide you with a response, we will provide you with an update and timescale for a full response.
3. Use appropriate language & refrain from the use of jargon and acronyms.
5. Reply in an alternative format if required, i.e. large print.

What we expect from you in return:

1. That you treat our staff with respect, and understand that our staff have the right to work in an environment where they are not subject to verbal abuse or threats of physical violence.
2. Understand the timescales for response and only come back to us once the timescale has passed without contact.
3. Let us know when you are not happy with our customer service so that we can try to put things right and improve.



**Rosehill  
Housing**  
Association Limited