

Customer Services



At BCHA we put our customers first by providing excellent service. Our service standards have been developed and agreed with our customers to reflect what is most important to them. These are the standards you can expect us to meet. We will review these regularly

Why do we have service standards?

Every customer should be clear about the level of service they can expect to receive from us. We always try to provide excellent customer service, however when we don't meet these standards we want you to tell us, so we can put things right. We aim to continuously improve the service we provide, and customer feedback is vital to enable us to do so. When we cannot meet your needs ourselves, we will refer you to other agencies that can help.

Providing services fairly

When offering and providing our services we will treat everyone equally regardless of age, race, gender, disability, sexuality, religious beliefs or any other protected characteristics under the Equality Act 2010.

Monitoring and measuring

We will regularly review, monitor and publicise our performance against these standards, to ensure that we continue to deliver a quality service, by

- Conducting regular Satisfaction Surveys to check quality of our work
- Listening to any comments you make, and acting upon them
- Involving customers in the decision making for service improvement and development
- Reporting results of our Satisfaction Surveys regularly to our Resident Panels, on our website and social media
- Conducting mystery shopping exercises, by both residents BCHA

Communication

You can contact BCHA via:

- Telephone
- In writing
- By email
- Our website
- Visiting one of our offices or by requesting a home visit *

24 hour service

- Our telephone lines are monitored Mon – Fri 9am – 5pm, however the lines divert to our out-of-hours service which covers 24/7 for a emergency repairs

When you contact us we will aim to:

- Be polite, friendly, helpful and attentive
- Provide a high level of service and customer care that meets your needs and aspirations
- Acknowledge all visitors when arriving at our office *
- Keep you advised, should your meeting time be delayed
- Answer your telephone calls within 4 rings (voice message will activate if all administrators are taking other calls)
- Return your calls within 24 hours (or next working day), should the person you need not be immediately available
- Reply to letters/emails within 10 working days, with update and next actions
- Use your preferred method of communication
- All replies will be clear and concise, with explanations in everyday English. Should a customer's first language not be English, we will endeavour to provide a translation/interpreter, if requested
- Treat all of the information you provide confidentially and not disclose to any others without your permission (unless required to do so, by law)
- Provide a translator, signer or information in other formats such as audio, large print and Braille if required
- Keep customers informed about our work, successes and plans to improve services.

Home Visits *

If you are unable to visit the office, we can arrange an appointment at your home. We aim to arrive for the visit within 30 minutes of the arranged time, and will telephone to advise of any delays. Visiting staff will always introduce themselves by name, wear ID badges and ensure you are comfortable before entering your home.

Complaints

We aim to provide an excellent service for our customers, but recognise that sometimes things go wrong, which may lead to complaints. If you feel that we have not met our service standards, we need you to tell us. Your complaints give us valuable feedback, to help make changes and improve the service we provide. services.

We will:

- Provide clear information about how to make a complaint and assist you in the process, if required.
- Accept complaints whatever way suits you best; e.g. in person, in writing, by phone or email
- Acknowledge your complaint within 2 calendar days and give you the name of the Manager dealing with your complaint and when you should expect a response
- Investigate and respond to you within the timescales set in our Complaints Policy
- Apologise for any mistakes we have made, and do all we can to put things right
- Award compensation, if applicable
- Write to you with investigations, actions and resolution and ensure you are satisfied with the result, before closing on our records
- Ask for your views on how we have handled your complaint

- Learn from complaints and use the information to improve our services
- Provide all relevant staff with training in complaint handling



How we will measure this:

- Customer Satisfaction Survey sent with final outcome letter
- Monitor response times and compliance to Complaints Policy timescales
- Review all lessons learnt to implement recommended improvements
- Conduct regular reviews of the Complaints Policy and Procedures
- Results reported at BCHA Board

** Due to the nature of some of the services provided by BCHA, some premises may not accept uninvited visitors in to order to maintain privacy and the safety of its service users.*

During the current Covid 19 pandemic, access to our offices will be limited as additional safety measures are in place. This also applies to home visits and face –to- face meetings. Please check our website for detailed information.