

OUR AIM

- We aim to be a leading provider of quality homes and services.
- We are committed to ensure that we deliver our service in accordance with our core values:

Fair:	We act fairly and impartially, respecting the dignity and individuality of everyone
Open:	We are trustworthy and transparent in the way we work and make decisions
Ambitious:	We are a dynamic and ambitious organisation that supports innovation and creativity, and seek opportunities to enhance all aspects of our business
Accountable:	We take responsibility for our decisions and actions and for finding solutions

We expect all staff and contractors to be:

- Courteous
- Patient
- Positive
- Approachable
- Willing to help
- Empathetic to the different needs of our customers and adhere to confidentiality declaration

We will always aim to:

- Deal with your enquiry promptly
- Informing you of progress regularly
- Be honest about what you can expect
- Deal with your enquiry at first point of contact

When you visit us:

- Our offices are open 9am-5pm Monday to Friday (except bank holidays)
- We will wear identification badges at all times
- You can choose to speak to an officer in Welsh or English
- It is advisable for you to make an appointment before visiting our offices if you wish to speak to a specific officer
- If you do not have an appointment, we will try to arrange for you to see an officer who can deal with your enquiry or arrange for you to see them at a mutually convenient time
- Please let us know if you would like to discuss your enquiry in private

When we visit you:

- Every effort will be made to arrange a mutually convenient time for the visit
- We will introduce ourselves, show identification badges and clearly explain the purpose of the visit

When you contact us:

- We encourage our customers to contact us digitally. We have a range of options for you to contact us. These include;
 - Email
 - Website and e-forms
 - Facebook
 - Twitter

When you e-mail us or complete an online enquiries form:

- We encourage customers to e-mail enquiries@adra.co.uk or complete the online enquiries form
- We will acknowledge all e-mails within 1 working day and aim to send a full response to the enquiry within 10 working days. If we are unable to respond fully to your enquiry within this time, we will keep you informed of progress
- If you e-mail a specific member of staff directly when they are away from the office, we will ensure that an automated message is sent, informing you of when they will be back in the office and who to contact in their absence
- You can e-mail us in Welsh or English and we will respond in your preferred language.
- We will use plain language that is easy to understand
- E-mails will include the name of the Team or Officer that is dealing with the enquiry

When you telephone us:

- You can contact us on 0300 123 8084
- Our phoneline is open from 8am – 6pm from Monday to Friday (Except bank holidays).
- Calls will be dealt with by our Customer Services team
- Our emergency repairs line is open 24 hours a day (including on weekends and bank holidays) Out of hours calls are handled by Galw Gofal.
- All calls will be recorded for training and monitoring purposes
- Our busiest time is between 9am – 10am. If your call is not urgent, we advise you avoid calling during this time
- You can choose to speak to an officer in Welsh or English
- We will give you our name so that you know who you are talking to
- If we are unable to deal with the enquiry at the first point of contact, we will attempt to transfer the call to the relevant officer or team
- If the relevant officer / team is unavailable, we will take a message.
- If we are unable to respond fully to your initial call, we will aim to return all calls within no less than 3 working days

- Direct contact details may be provided for on-going matters and you will be kept informed of progress.

When you write to us:

- We will acknowledge all letters within 1 working day and send a full response to the enquiry within 10 working days. If we are unable to respond fully to your enquiry within this time, we will let you know when we expect to be able to do this.
- We will send all letters on official headed paper which will include contact details.
- You can write to us in Welsh or English and we will respond in your preferred language.
- We will use plain language that is easy to understand

When you use social media:

- We will acknowledge all relevant posts on social media within 1 working day
- We welcome contact through social media, however encourage you not to contact us through social media for personal or urgent matters

When we don't get it right:

- If you are unsatisfied with our service, please contact us to let us know
- We will manage any issues that arise through the Complains and Concerns Policy
- We will always make it clear how you can appeal or request a review of a decision
- We encourage customers to provide feedback on our services and we may invite you to complete a Satisfaction Questionnaire
- We use feedback to improve our services

Policy statement:

- We recognise the need of a diverse population and are committed to treating all of our customers fairly and always act within the scope of our own Equality and Diversity Policy and relevant law.
- We ensure that our services are fully accessible to our customers
- We will adhere to our policies and procedures when dealing with our customers and we recognise that there may need to be policy exceptions in some circumstances.

Service standard review:

- This service standard will be reviewed every year or sooner if there are changes to best practice or other relevant policies or laws