

CUSTOMER CARE SERVICE STANDARD



Adra and its customers rightly demand the highest standards of conduct and service from staff.

Adra expects staff to demonstrate the company values through their behaviour at all times.

When you contact us, we will always aim to:

- Deal with your enquiry at the first point of contact.
- Inform you of progress regularly.
- Be honest about what you can expect.

When you visit us:

- Our offices are open 9am-4pm Monday to Friday (except bank holidays).
- 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 or talk over the phone to an officer who can deal with your enquiry.

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
 - Social media
 - Text messaging

When you e-mail us, contact us by social media, 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.

When you telephone us:

- You can contact us on 0300 123 8084.
- Our phonenumber is open from 8am – 5pm 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 to avoid calling during this time.
- You can choose to speak to an officer in Welsh or English
- 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 we are unable to respond fully to your initial call, we will aim to return all calls within no less than 3 working days.

When you write a letter to us:

- We will acknowledge all letters within 5 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 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 aim to address your dissatisfaction with the service provided.
- If you remain unhappy, we will manage any issues that arise through the Complaints 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

Policy statement:

- We recognise the needs 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 bi-annually or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Adra policies. Adra also retains the right to review the document from time to time in addition to the circumstances set out above.