

Customer Care Charter

Chorley Community Housing is committed to providing excellent customer care.

We strive to put customers at the heart of our service delivery, set excellent service standards, and provide services that are accessible to our customers.

Visiting our offices

- All offices will be compliant with the Disability Discrimination Act.

CCH staff will:

- Greet you courteously, will be helpful and wherever possible try to resolve your enquiry during your visit.
- Wear an authorised identity card at all times.
- Arrange for the provision of translation and interpretation facilities, where required.
- Treat any information given by you in confidence, and respect your privacy.
- Act in a professional manner at all times and pay full attention.
- Aim to keep you waiting for no longer than 5 minutes past a previously arranged appointment time.
- Notify you on arrival of the length of time you are likely to wait to see someone if you are visiting without a pre-arranged appointment.

Visiting you at home

Staff will:

- Aim to make home visits, where required and appropriate, at the earliest possible opportunity, preferably by appointment.
- Be punctual for all appointments.
- Identify themselves on arrival and produce an authorised identity card.

Phoning our offices

CCH will:

- Ensure that staff answer politely, giving their name and department.
- Ensure that phones are staffed throughout office opening hours.
- Provide extra facilities for callers whose first language is not English or callers with hearing difficulties.
- Return phone calls on the same working day, or if this is not possible, within one working day.
- Only use answer phones or voicemails to ensure that telephone calls do not go unanswered.

Writing to us

We will:

- Acknowledge written correspondence requiring a reply within three working days.
- Respond in full to written correspondence requiring a reply within ten working days.
- Acknowledge e-mail correspondence requiring a reply within two working days and respond in full within ten working days.
- Notify you if we are unable to respond within our target times and give you a likely response date.
- Provide a reply in Braille, large print, audio tape, CD or translated into another language if required.
- Acknowledge and respond to any issues raised by you within your correspondence.

Requesting information from us

CCH will:

- Respond to all requests for forms or general information within five working days.

If you feel that we are not meeting the high standards of service we have set please let us know by contacting the Customer Services Manager.

Chorley Community Housing
24 – 26 Gillibrand Street, Chorley, PR7 2EJ
Tel: 01257 414900
E-mail: enquiries@chorleych.co.uk
Website: www.chorleych.co.uk

This information can be made available in large print or on audio tape on request. Please telephone 01257 414900 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کے لیے براہ مہربانی اس نمبر پر ٹیلیفون کیجئے: 01257 515823