

Customer Access and Complaints

Service Standards

Our customers are at the centre of everything we do. It is essential that we ensure that contacting us is a simple, easy and convenient experience for every customer.

Our commitments are that:

- § We will aim to answer your call within 6 rings or 20 seconds when you telephone us**
- § We will provide an out-of-hours telephone number so that you can contact us to report any emergency that is our responsibility to deal with**
- § We will respond to any written correspondence within 10 working days of receipt**
- § We will ensure that when you visit our offices they are clean, well-lit and welcoming**
- § We will display information leaflets about our services in all our office reception areas**

Complaints

- § We will make it easy and straightforward for your to make a complaint**
- § We will endeavour to respond to your complaint within the published timescales and keep you informed**
- § We will ensure you have a full explanation to your complaint in your preferred format**
- § We will tell you if changes have been made to services following your complaint**
- § We will publish on a quarterly basis the learning from complaints**

Monitoring these Service Standards

We will monitor performance against these service standards using the following:

- Key Performance Indicators
- Mystery Shopping
- Automated telephone monitoring
- Independent assessment of our approach to Customer Care

We will report the results of our performance monitoring against these standards annually to our Board and publish the results on our website www.hhl.org.uk