

## Correspondence

SHAL will acknowledge all correspondence within 2 working days giving the name of the member of staff dealing with the matter. It will ensure that a substantive response is sent within 5 working days. From preference, SHAL would expect most communications to be replied to in full on the day of receipt. This standard also applies to the receipt of facsimile transmissions.

If you feel that there are any ways in which our standards may be improved, we would be pleased to hear from you.



# CUSTOMER CARE CODE

This document is available in other formats (eg in large print or on CD), please contact if you require a different format.

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## Introduction

SHAL Housing Limited is committed to the organisation of high quality services which meet the needs of its customers.

This commitment is shown by:-

- The Board taking ownership of the overall strategy for Customer Care and for regular review.
- The provision of adequate training for all staff with a constant emphasis on Customer Care.
- Ensuring good communications both within and outside SHAL.
- Setting standards for the environment in which SHAL conducts its business and for the manner and appearance adopted by all staff dealing with customers.

- Seeking to improve the ways and means by which SHAL is accessible to its customers

Principal standards are:-

### Appearance - Conduct

SHAL's staff will, when in contact with customers, be of smart and clean appearance, be friendly and courteous, helpful and enthusiastic and wear identity badges which can be clearly seen.

### Using the Telephone

During normal office hours, SHAL will answer a call within 5 rings. The customer will be greeted by a member of staff who will give his/her name, and obtain the callers details. The member of staff will offer assistance if possible, if not he/she will ensure that any message taken is followed up.

Outside normal office hours, SHAL has provided an answerphone service, with emergency contact number and message facility.

### Reception Area

SHAL, at its office at 2 King Square, will ensure that customers visiting the office will never have to wait for long, before being dealt with by a member of staff

As the reception area is part of SHAL's general office, staff are always on hand to deal with customers.

Private interview facilities are available for customers who do not want to discuss personal matters in the open reception area.