

# customer service choice & complaints promise



## Our Customer Service, Choice and Complaints Promise

This document sets out our Promises to customers in relation to how we provide customer service and choice, and how we will deal with complaints.

The document has three sections which have been developed with our customers.

The first section sets out our Promises to you. The second section sets out the way we will measure and report our performance and in section three we explain how we will achieve value for money.



## Our Promises to you

- We will make our services simple, efficient and convenient
- We will ensure you can access our services in a number of ways including telephone, face to face in our shops, text, letter, email or through our website
- We know that for the majority of our customers the telephone is their preferred method of communication, so we answer your calls as quickly as possible and if you have to hold, we will tell you where you are in the queue
- We will give our name when we answer your call
- We will treat you with respect, fairness and flexibility and will listen and understand
- We will respond to email and text queries by the next working day
- We aim to answer your query at the first point of contact
- We will ask if there is anything else we can help you with
- We will acknowledge complaints within three days and aim to fully resolve them within 10 working days
- We take into account any disability or impairment and/or communication needs and preferences you may have and provide solutions such as a hearing loop, translations and sign language
- We will ask for feedback from you on the services you receive and we will act on that information to learn and improve
- We will monitor why you contact us and make sure our staff are able to provide all the help you need at the first point of contact
- We will invest in our staff to ensure they are fully trained and able to offer the best possible service

## Measuring our Promises

- We will monitor the time it takes to answer your call because we know that answering quickly is important to you
- We will monitor the number of people who hang up before we are able to answer their call. Keeping this number low shows us how well we are answering your calls
- We will monitor the reasons why you call so we can ensure that we have all the right information to help you
- We will ask you how happy you are with our service and learn from what you tell us so we improve
- We will monitor all of the above against customer data and information to assess if there are any trends and identify potential discrimination

## Value for Money

We will consider and review the three key elements to delivering value for money:

### Economy:

We will keep a close eye on what it costs to provide the service

### Efficiency:

We will continuously explore ways of reducing waste and improving

### Effectiveness:

We will measure the impact of what we achieve

- We know that having excellent customer services staff and procedures in place helps us to deal with your call quickly and efficiently, at the first point of contact. This prevents us having to transfer your call and reduces costs
- We regularly review why you call. By knowing this we can provide information to you in advance where we can, eliminating the need for you to call us and keeping staff time to a minimum
- We will ensure our website is up to date and has all the key information on it so if you choose to, you can access the information at your leisure without needing to call us



# “We will listen and act on what matters to customers”

Geoff Loughlin,  
Strategic Director of People and Places



## Contact details:

### Wulvern Head Office

Wulvern House  
Electra Way  
Crewe  
CW1 6GW  
Call 01270 506200

### Wulvern Office Crewe

Edleston Road  
Crewe  
Call 01270 506200

### Wulvern Office Nantwich

Beam Street  
Nantwich  
Call 01270 506200

### Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

### Opening hours for Wulvern Office Crewe

Monday 9am – 5pm  
Tuesday 10.30am – 5pm  
Wednesday 9am – 5pm  
Thursday 9am – 5pm  
Friday 9am – 5pm

Closed between  
1pm - 2pm

### Opening hours for Wulvern Office Nantwich

Monday 9am – 5pm  
Tuesday 10.30am – 5pm  
Wednesday 9am – 5pm  
Thursday 9am – 5pm  
Friday 9am – 5pm

Closed between  
12.30pm - 1.30pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

### Arabic

لتلقى معلومات في لغتك الرجاء أطلبها منا على الرقم  
01270 506200

### Chinese

如欲索取閣下語言的資料，請致電  
01270 506200 向我們查詢

### Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200  
નંબર પર ફોન કરીને અમને પૂછો.

### Italian

Per informazioni nella vostra lingua siete pregati  
di contattare il seguente no.01270 506200

### Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان یی بکه به  
01270 506200

### Polish

Po informacje w języku polskim prosimy  
dzwonić pod numer 01270 506200

### Portuguese

Para informação na sua linguagem, por favor  
fale com nos, 01270 506200

### Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,  
01270 506200

### Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔

### Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে  
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



[www.wulvern.org.uk](http://www.wulvern.org.uk)

**01270 506200**