



Customer service standard

We are committed to providing high quality, customer-focused services and customer care. When doing so, we will treat you properly, respecting your rights, needs and views.

When you phone, we will:

- Aim to answer your call in person as quickly as possible
- Be polite
- Aim to resolve your enquiry or offer to ring you back if the query is going to take a long time to sort out
- Let you know when the person you want to speak to is available and ask them to call you back at a mutually convenient time.

When you email or write or contact us through our website or social media, we will:

- Aim to respond to your contact within 5 working days
- Tell you if a full response will take longer than 5 working days and give you an estimated response time whenever possible
- Use plain language
- Include full details of who has written the letter or email, and who to contact
- Send you a reply in your own language if you ask us to.

When you want to speak to someone in person, we will:

- Aim to make an appointment for you to see them, either at your home or in a local office, as quickly as possible, but no more than 5 working days
- Treat you politely, with courtesy and respect
- Carry and display proof of identity at all times
- Arrange for a signer, a translator, or interpreter if you need one.

When you visit our offices, we will:

- Provide welcoming, accessible and comfortable reception areas
- Aim for you to be seen by a member of staff within 10 minutes
- Provide a private meeting room where available to discuss confidential matters.



This service standard will be reviewed at least once a year. Last reviewed: March 2019



When you share information with us, we will:

- Comply with the principles of the General Data Protection Regulations (GDPR).
- Inform you of your rights under GDPR in a privacy notice which will also include details about why we collect information and how we will use it and who it may be shared with.

When you contact us we ask you to:

- Be polite to us
- Be patient when we are dealing with your enquiry
- Let us know when we get it wrong or when we could have done better
- Let us know when we have got it right so we can tell others
- Give us your email address and mobile number if you have them
- Let us know what your preferred communication method is.

We will monitor these standards by:

- Carrying out regular satisfaction surveys so that we can get your views of the service you receive
- Keeping a record of the number of telephone calls and monitoring our telephone answering performance
- Arranging for residents to carry out mystery shopping
- Monitoring formal complaints received and learning from your comments
- Recording calls. This will help us to maintain a consistently high quality level of customer service.



Contact us:

0800 138 6107

customerservices@magna.org.uk

Help and advice

If you have any questions, need help understanding this leaflet or would like it in another format, for example in large print or on audio CD, contact us.