

Scomis Customer Service Standards

Customer Service Vision Statement

Scomis has always and will always place customers' needs at the forefront of what we do, and this shows up in our [strategy](#).

Our aims are to make sure that:

- The service delivers the outcome promised and deals with any issues that arise
- The service responds promptly to your initial contact and deals with the issue quickly and efficiently
- The information given to you is accurate and comprehensive and you are kept informed of progress
- Our staff are competent and treat you fairly
- Our staff are friendly, polite and have an understanding of your needs

We will:

- Develop our services around your expectations and use your feedback to shape and continuously improve the services we deliver
- Listen to you in order to understand how best to deal with your needs and learn from what you tell us
- Publish information concerning complaints and compliments including any resultant actions
- Provide you with clear, accurate and up to date information
- Ensure all matters are treated sensitively and in the strictest confidence
- Provide different ways for you to send us any compliments, complaints or comments and suggestions to help us improve
- Put our services right if they go wrong

- Ensure that your personal data is stored securely and adhere to all relevant data protection legislation and policies
- Ensure that our staff display official identification when providing face to face business services
- Ensure that our staff are appropriately trained and, where necessary, professionally qualified
- Make our services easily accessible
- Provide you a contact name and, where appropriate, a reference number when you call us
- Let you know in the event of any service being unavailable, and keep you up to date until the issue is resolved
- Undertake regular quality and performance checks

Performance standards:

Customer satisfaction

- Our customer satisfaction target is 95%, measured via survey feedback

Telephone calls

- 95% of calls to be answered in 30 seconds or less

Emails

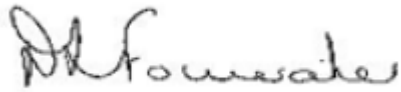
- For managed mailboxes we aim to provide an automated email acknowledgement on the same working day
- We aim to respond in full to emails within 5 working days

Equality & Diversity – Challenging inequality and celebrating diversity

Devon County Council is signed up to the [Devon Joint Declaration for Equality](#)

Review

The Scomis Customer Service Standards will be subject to regular review considering customer and staff feedback and the effectiveness of the standards.

A handwritten signature in black ink, appearing to read "Debbie Foweraker".

Debbie Foweraker
Head of Scomis Group