

Scomis Customer Service Standards

1. 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](#).

a) 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

b) 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

2. Performance standards:

a. Customer satisfaction

- Our customer satisfaction target is 95%, measured from customer feedback using specific survey questions relating to key areas mentioned in section 1.a.

b. Telephone calls

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

c. 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

3. 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 'P. Lightowers'.

Paul Lightowers

Group Services Manager