

Scomis Customer Service Standards

Customer Service Vision Statement

Our team of friendly, polite, professional and helpful staff, put you right at the heart of our service delivery and give priority to those areas that customers have identified as being important to them – delivery, timeliness, information, professionalism and staff attitude. We are committed to gaining your insight so that we can understand your experiences, measure your satisfaction levels and develop appropriate services to meet your needs.

Our aims are to make sure that:

- the service delivers the *outcome* it promised and manages to deal with any *problems* that may arise;
- the service responds *immediately* to your initial contact and deals with the issue at the heart of it *quickly* and *without passing it on* between staff;
- staff are *competent* and treat you *fairly*;
- the information given to you is *accurate* and *comprehensive* and you are kept informed of *progress*;
- staff are *friendly, polite* and *sympathetic* to your needs;
- customer care is important to everyone in Scomis and our current Customer Satisfaction Target is 95%.

We will:

- develop our services around your expectations and use your feedback to shape the services we deliver now and in the future;
- 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, compliments and suggestions including any resultant actions;
- always provide you with clear, accurate and up to date information relating to your needs;
- ensure all matters are treated fairly, sensitively and in the strictest confidence;
- when you contact us, explain what will happen or what to do next;
- supply feedback forms so that you can let us know of any compliments, complaints or comments and suggestions that you have;
- put our services right if they go wrong;
- protect your personal information and ensure Scomis staff have all been enhanced DBS checked;
- ensure Scomis staff display official identification and are recognisable through our corporate branding when providing face to face business services;

- provide an official contact point for all our teams during term time from 07.30 to 17.30 Monday to Thursday, 07.30 to 17.00 Friday and throughout the school holidays we are open from 9.00 to 17.00 Monday to Friday. Out of hours messages will be dealt with on the next working day;
- provide a contact name when you call us;
- let you know in the event of any Scomis service being unavailable;
- provide a quality customer service based around what users have identified as being the most important factors in delivering an excellent customer service;
- undertake regular quality checks against our Scomis Customer Standards;

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Letters and emails

- we aim to provide an email acknowledgement on the same working day;
- we will provide an initial response to a letter within 5 working days from date of receipt;

Telephone Calls

- 95% of calls to our official contact point will be answered within 30 seconds during normal working hours;

In Person

- visitors will be met at the Scomis reception within five minutes of notification of their arrival;
- we will meet our agreed appointment times with you and keep you informed of any delays;

Complaints / Compliments

- we try to resolve a complaint straight away and Scomis will work to the standards as stated in our feedback policy which is published on the Scomis website;
- we will provide an initial acknowledgement to a complaint within 3 working days from date of receipt;

Diversity & Equality Statement

Scomis is committed to supporting the Devon County Council “Vision of Fairness and Equality” that underpins challenging inequality and celebrating diversity.

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