



Kingstown Works Limited Customer Care Policy

Version 3 – January 2020

Kingstown Works Limited – Company No. 05867235
Registered Office: Connaught Road, Kingswood, Kingston upon Hull. HU7 3AP

Customer Care Policy

Introduction

Excellent Customer Care is central to the delivery of KWL services to our customers and clients.

KWL is committed to maintain the highest standards which underpin all our activities and work shall be delivered with courtesy and minimum disruption for the customer. This will be facilitated by making appointments to undertake work at a time that is suitable to the customer.

KWL shall aim to deal with queries at the first point of contact and ensure that services are delivered “right first time”.

KWL will ensure the provision of clear and concise quality information.

To demonstrate our commitment, we aim to:

- Be courteous, helpful, open and honest in delivering high quality services
- Be professional and positive in our approach, taking pride in what we do
- Keep customers well informed, so that our customers know what they can expect from us
- Be effective in listening to customers when they express dissatisfaction or complain
- Treat all individuals and communities with fairness and respect
- Understand the different needs of our customers, including in relation to the equality strands and customers with additional support needs.
- Provide training for employees and sub-contractors relating to the safeguarding of vulnerable adults and young persons.

KWL Employee Code of Conduct

KWL is reliant on its employees to deliver a quality service which will help to maintain our reputation within the city and beyond so that we are always the preferred provider for our customers and clients.

KWL employees and representatives will carry and display company identification.

KWL employees will wear the company uniform and maintain a clean smart appearance.

KWL employees will keep work areas clean and tidy and dispose of all waste.

When working in or adjacent to a customer's home, KWL employees will strive to keep disruption to a minimum.

KWL employees will work flexibility within their core hours to meet the needs of the customer.

As an extension of the service any sub-contractor who is engaged by KWL, shall be expected to adhere to those standards also.

Consultation and Liaison with the Customer

KWL will ensure that access to its service is available in as wide a variety of formats as possible including telephone, face-to-face, web site etc.

KWL will strive to engage with residents at all levels, in formal consultation, liaison at a local level and focussed service delivery in customer's homes.

By attending key meetings of Tenant Forums, Conferences, Panels and Residents, KWL will seek customer's views regarding service delivery and contribute toward setting performance targets and improvements. Information regarding service standards and delivery will be provided in the form of presentations and briefing papers.

Provision of Information

KWL will ensure the provision of clear and concise quality information through a variety of mediums, via our website; information packs for planned works; notification letters; responses arising from the customer feedback scheme.

KWL have access to interpretation services through Language Line arrangements and can provide information in a variety of formats to suit the diverse needs of the customer.

Customer Feedback Scheme

Feedback from our customers can present valuable information to help us understand what went right or wrong, and lead to changes in the way we deliver services. Analysis of feedback can point the way to understanding the root causes of complaints and trends within often reoccurring themes.

On a positive note, we will always acknowledge employees when they have delivered excellent customer service.

The aim for KWL is to manage and monitor the performance of customer feedback for the repairs, maintenance and construction service, in order to maximise customer

experience by providing a right first time service and ensuring we deliver value for money.

- **Objectives when handling customer feedback:**
 - To ensure customers receive a consistent approach when handling feedback and complaints
 - To raise awareness of what constitutes a complaint
 - To ensure we adopt a 'lessons learnt' approach to feedback and share learning to ensure that future service standards improve.
 - To agree and facilitate effective communication of improvement activity, priorities, policy and practice.

KWL will adhere to Clients Customer Feedback Schemes and monitor and report on the performance and quality of responses against feedback timescales. Where complaints are escalated KWL will attend meetings of Complaints Panels to promote a satisfactory resolution.

This Customer Care policy will be openly available to all members of the public via our website: www.kwl.co.uk

This policy is fully endorsed by the Directors.

The Operations Manager Roger Grannon has designated responsibility for day-to-day implementation of this policy.