

CUSTOMER FEEDBACK SERVICE STANDARDS

OUR TEAM WILL TREAT YOU AS A
VALUED CUSTOMER.

WE WILL:

BE COURTEOUS AND PROFESSIONAL
AT ALL TIMES

BE POLITE AND RESPECTFUL

ACTIVELY LISTEN TO YOU

BE OPEN AND HONEST

We will

- ✓ Listen and understand the reasons for your feedback
- ✓ Speak clearly and not use jargon
- ✓ Your contact will be directed to the appropriate RBH team. We will check on progress and update you within 5 working days for informal complaints. For formal complaint we will acknowledge your feedback within 2 working days and provide a full response within 10 working days.
- ✓ If your complaint becomes formal we will supply you with a reference number. We will update you with explanation if we cannot respond within 10 working days.
- ✓ Follow up our commitment to you by agreeing action/s by your preferred method of contact
- ✓ Provide you with named contact and contact number of an RBH representative who will contact you within the appropriate timescales.

For Formal complaints

You can

- ✓ If you still remain dissatisfied after the formal stage 1 response you have 28 days in which to appeal the decision.

We will

- ✓ Acknowledge this within 2 working days
- ✓ Respond within 10 working days
- ✓ Update you with explanation if we cannot respond within 10 working days.
- ✓ Within 28 days of a formal stage 1 complaint we will ask you for feedback on the process (not the outcome)

Vexatious, Persistent and Unreasonable complainants

We will

- ✓ Any customer who falls into this criteria will be managed as per our complaints, compliments and comments policy.