

CUSTOMER EXPERIENCE TEAM SERVICE STANDARDS

'Our team' will be friendly, helpful and committed to assisting you.

We will put you, our customer, at the heart of everything we do.

We will offer a service you can rely on.

We will strive to provide first contact resolution.

Face to Face enquiries

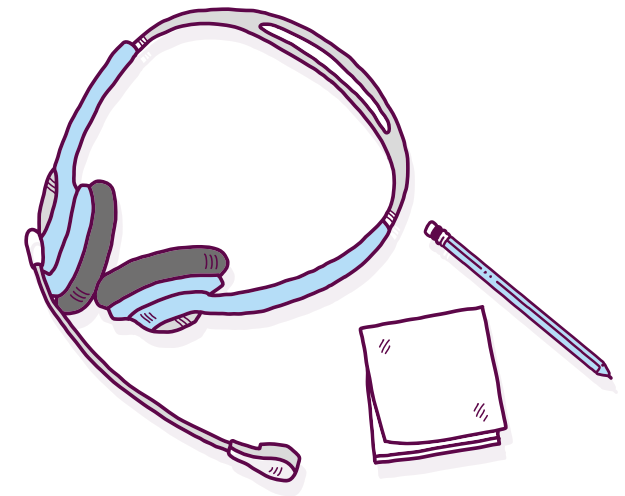
We will:

- 🏠 Provide you with a friendly, personalised meet and greet service.
- 🏠 Listen and understand the reason for your visit.
- 🏠 Speak clearly and not use jargon.
- 🏠 Take ownership of your enquiry and explain clearly what we are doing.
- 🏠 Ensure you, our customer understands what we plan to do to achieve, where practicable, a solution to your enquiry.
- 🏠 Summarise and agree actions with you.
- 🏠 Thank you for coming in to see us.

Customer Experience

We will:

- 🏠 Be friendly and professional.
- 🏠 Be polite and respectful.
- 🏠 Be open and honest.
- 🏠 Actively listen to you.



Online Enquiries

We will:

- 🏠 Acknowledge your contact within 1 working day and where appropriate we will respond within 3 to 5 working days
- 🏠 Ensure your enquiry (when necessary) is highlighted to the appropriate team within 1 working day
- 🏠 If your contact is handed over to another one of our teams, we will contact you within 7 to 10 working days to check on the progress of your enquiry.