

# LINCS BUILDING CONSULTANCY CUSTOMER CHARTER

## Our Customer Commitment

Lincs Building Consultancy is committed to making our services more accessible to all members of the community and providing a high quality service to our customers. Our promise to you is that we will provide our services to the best of our ability at all times. We will:

- ➔ put the customer first.
- ➔ be helpful, friendly, attentive and professional.
- ➔ ensure that every customer receives individual and courteous attention.
- ➔ ensure that we provide high quality services that give value for money.
- ➔ consult with customers and adapt our systems and procedures wherever possible to meet your needs.

## Our Service Standards

**Staff** - will be:

- ➔ trained in customer care and when necessary receive training to be able to deliver a high quality service.
- ➔ easily identifiable by their uniform and badge.
- ➔ available to give additional assistance to customers with special needs.

**Courtesy** - we will at all times:

- ➔ provide a welcoming, courteous and helpful service to all irrespective of age, gender, ethnic origin, disability, religion or sexual orientation.
- ➔ handle all enquiries in a caring, efficient, professional manner.

### **Service – we will:**

- provide an efficient telephone and enquiry desk service.
- answer telephone calls speedily.
- Respond to e-mails within 1 working day
- reply to your letters within 5 working days.
- aim to resolve an enquiry at the first contact.
- telephone you back when we say we will.
- continually monitor the quality of our services and work to improve them.

### **Consultation – we will:**

- check that you are happy with the service that you have received.
- consult you regularly to check that you are happy with the services we offer.
- continually review our performance standards to ensure that they continue to meet your needs.

### **Information – we will:**

- ensure that accurate and up to date information is available on our services.
- publicise our service standards and customer charter and publish our performance against those standards.
- use plain English, not jargon.

### **Complaints - we will:**

- publicise our complaints procedure.
- make it easy for you to complain.
- take your complaint seriously.
- resolve it immediately if possible or tell you how your complaint will be dealt with.
- acknowledge a written complaint within 2 working days.
- tell you what improvements have been made to ensure that the reason for the complaint does not re-occur.

We aim to get things right first time but if you feel that we have not done something the way we should or that you have been treated unfairly or discourteously please get in touch.

In Partnership With  
Our Customers

