



Customer Services

1



We will offer our residents an excellent standard of Customer Service across all aspects of our business



We will achieve this by:

- Being clear about how you can contact Poole Housing Partnership
- Answering all calls and enquiries politely, giving you our name, responding at the first point of contact or passing you to the appropriate person
- Providing a full response to your letter or email within 10 working days
- Having an accessible well signposted reception area, where you can speak to us privately if you wish to
- Ensuring our staff are polite, efficient, knowledgeable and approachable and that they show Photo Identification at all times
- Listening and considering all needs and preferences on an individual basis, ensuring our services are available to all
- Treating you and your home with respect
- Being honest and clear about what we can and cannot do
- Being clear about what you can and cannot do
- Telling you what we will do, by when, and doing it
- Publishing standards of service so residents know what to expect
- Collecting, processing and managing your personal information following statutory regulations and legislation, in order to keep it safe
- Providing information and publications in plain language
- Providing a response to official complaints within the timescales set out in our leaflet "How we deal with your complaint"
- Welcoming feedback about our services and learning from complaints to enable continuous improvement



Customer Services

2



Contact us

Tel No 0800 652 3900
Email enquiries.php@bcpcouncil.gov.uk
Website www.yourphp.org.uk



Alternative formats

If you would like this document in large print or in a different format, such as Braille or audiotape, or translated into a different language, please contact us on 0800 652 3900, or email enquiries.php@bcpcouncil.gov.uk

