

WPH Customer Charter

When you send correspondence to WPH, we will:

- Reply within 5 working days if you write, fax, text or email us
- Let you know who is dealing with your letter / fax / text or email and if we can't provide a full response within 5 working days, when you can expect a reply

When we write to you, we will:

- Use plain language in a format appropriate to your identified needs
- Use second class post as standard
- Include a named person, telephone number and email address on all correspondence

If you telephone us, we will:

- Answer your call with a greeting, our name and organisation name
- Provide the opportunity for you to speak to someone or leave a voice message within 20 seconds
- Tell you who we are transferring your call to if we have to redirect you
- Get back to you by the next working day if you leave a message

If we visit you, we will:

- Wear an official identification badge at all times
- Drive and park vehicles with care and consideration
- Behave professionally at all times
- Make appointments for home visits if requested
- Contact you if we are unable to keep an appointment as soon as we can and rearrange it
- Leave a calling card with a named contact number if you are not in

If you visit one of our offices, we will:

- Make sure the reception area is warm and comfortable and displays up-to-date information
- Make sure all staff introduce themselves and wear official photographic identification badges at all times
- See you within 10 minutes of your arrival
- Ensure you are seen on time if you have an appointment
- Display our opening hours and out of hours emergency contact number
- Offer you an interview in a private room if you request one
- Uphold your right to see personal information that we hold about you

Diversity Service Standards, we will:

- Make sure all our staff are trained on equality and diversity issues and make sure they are trained to deal with customers' personal needs
- Make sure that all our buildings are, as far as possible, accessible for disabled people and conform to codes of practice, the law and regulations
- Offer an interpreting service to customers who have hearing impairments
- Offer a telephone interpreting service if English is not your first language
- Help you fill in forms if you want us to
- Provide documents in a larger print size that suits you, Braille, on tape or CD
- Translate documents if you ask
- Collect information relating to age, disability, ethnicity, gender, religion and sexual orientation to help identify where barriers to accessing our services might exist

Complaints, Compliments and Suggestions Service Standards; If you make a complaint, we will:

- Respond to your complaint within 14 days at each stage of the complaint process
- Send you a satisfaction survey once your complaint has been resolved to ask if you are satisfied with the way we have handled your complaint
- Publicise any changes to the services we provide which are a result of tenant customer feedback (complaints, suggestions and survey work)

In return we ask you to:

- Respect those who work for Wirral Partnership Homes
- Notify us if you are unable to keep an appointment
- Tell us when we get things right as well as when we make a mistake
- Not to smoke when people who work for WPH are in your home

If you need this poster in **large print**, Braille, audio or a different language call 0151 606 3000.