

# Customer Commitment

## Our Promise

**Trident ensures that all of our customers experience an excellent standard of service. We will achieve this by listening, always improving and delivering a quality service.**

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## Communication - We will:

- Provide information that is easy to understand, useful and accurate.
- Offer a wide range of Customer Approved service leaflets.
- Provide literature in other formats such as, large print, translations, Braille and audio
- Provide you with information on money advice, your local area, and other agencies that you can contact.
- Make information available on our website, [www.trident-ha.org.uk](http://www.trident-ha.org.uk).
- Produce a quarterly newsletter.
- Give you the option to comment on our services through our comments, compliments and complaints procedure.
- Acknowledge complaints within 2 working days.
- Give our customers a way to be involved in the design and delivery of all our services.

## Accessibility - We will:

- Provide access to our Head Office Monday – Thursday 8am - 6pm, Friday 8am-5pm and Saturday 9am - 1pm
- Provide 24hr telephone repair and Anti social-behaviour service.
- Aim to deliver all services locally to your home, making it easier for you to contact us.
- Contact you by your preferred method (e.g. telephone, email, SMS texting, visit)
- Ensure that all Head Office signage is clearly visible.
- Provide a friendly, comfortable and accessible reception area and facilities for confidential discussions at our Head Office.





## Equality of Opportunity - We will:

- Ensure that no person or group of persons will be treated less favourably than others because of their gender, sexual orientation, race, ethnic origin, nationality, religion, age or disability.
- Deliver individual tailored services.
- Ensure all staff are trained to deliver individual and sensitive services to meet the needs of our customers.
- Offer a translation service.
- Provide communication aids such as, Hearing loop
- Provide easy access to our services, meeting the requirements of the Disability Discrimination Act.

## Professionalism - We will:

- Be prompt, polite, helpful and courteous.
- Listen to customers and be sensitive to their needs.
- Keep you updated on the progress of your query.
- Give you the name of the employee dealing with your query.
- Dress appropriately.
- Always carry an ID Card.
- Aim to answer of telephone calls within 4 rings (approx. 10 seconds)
- Aim to respond to messages taken by the next working day.
- Aim to resolve calls, if possible, at the first point of contact.
- Acknowledged or responded to Letters and faxes within 5 working days.
- Aim to make personal contact (face to face, telephone) with you and, if required, confirm conversations with a letter.
- See you within 5 minutes of an agreed appointment time.
- Aim to greet you within 30 seconds of arrival when visiting Head Office.
- Endeavour to be punctual when we are visiting you. If we are unable to attend at the agreed time we will let you know.
- Regularly keep you informed of our performance against key targets.

