

your responsibilities

We expect you to:

- ▶ report any concerns to our staff as quickly as possible
- ▶ be polite to our staff
- ▶ tell us how you think we can improve our service by using our comments and complaints system

keeping our promises

If we get it wrong we will:

- ▶ apologise and give you an explanation of what went wrong
- ▶ advise you how we will put it right and how we will learn from the mistake so it doesn't happen again

If you have a concern please use our comments and complaints system to let us know and we will:

- ▶ acknowledge your complaint within 2 working days, either in writing or verbally
- ▶ respond in full within 10 working days, either in writing or verbally, advising you of the date you can expect to hear from us if this is not possible
- ▶ keep you informed if the complaint takes a long time to investigate
- ▶ arrange for a senior officer to investigate your complaint if you are still dissatisfied
- ▶ offer you an appeals stage if you are still not happy with the outcome. Your complaint will be considered by a panel of at least 3 members and you will be notified of their decision in writing within 5 working days

contact us

By telephone, in person or by writing to us at:

Incommunities
Trust House,
5 New Augustus St,
Bradford BD1 5LL
01274 254000

**Incommunities -
aire-wharfe**
6-14 Devonshire St,
Keighley BD21 2DG
0845 166 0100

**Incommunities -
east**
Dudley Hill Business
Centre,
Knowles Lane,
Bradford BD4 9SW
01274 257200

**Incommunities -
north**
Ravenscliffe Avenue,
Bradford BD10 0JJ
01274 254400

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321.

Pokud chcete tyto informace v jakémkoli jiném formátu včetně zvětšeného tisku, audio CD/kazety, Braillova písma nebo překladu do jiného jazyka, volejte prosím na telefonní číslo 01274 254321.

Ak chcete tieto informácie v inom formáte vrátane zväčšeného písma, zvukového CD/kazety, slepeckého písma alebo v preklade do iného jazyka, zavolajte na tel. číslo 01274 254321.

**Incommunities -
shipley**
The Old School,
Wrose Brow Road,
Shipley BD18 2NT
01274 257300

**Incommunities -
south**
Park View Mills,
Wibsey Park Avenue,
Bradford BD6 3QA
01274 254900


**Incommunities -
west city**
Commerce House,
24 Kirkgate, Bradford
BD1 4QL
01274 254700

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customer care & access



our promises

 business for neighbourhoods

 INVESTOR IN PEOPLE

www.incommunities.co.uk

Incommunities Group Limited is registered in England with Companies House No. 04221767. Registered address: Trust House, 5 New Augustus Street, Bradford, West Yorkshire BD1 5LL


communities

what are quality standards?

These are standards of service which explain to you the quality of service you can expect from us.

what is customer care and access?

Customer care is about being looked after and valued. At Incommunities we aim to provide a high level of service that you can be confident in and that you can access easily.



our promises

If you contact us by telephone, we will:

- ▶ answer your telephone call within 20 seconds
- ▶ advise you of our name and the name of the office that you have telephoned
- ▶ ring you back within 1 working day if you have left a message (please leave a name and contact number)

If you contact us in person, we will:

- ▶ make sure our staff are polite, professional and helpful, and are wearing name badges
- ▶ make sure our offices are warm, clean and tidy
- ▶ offer you the use of a private interview room within 15 minutes of your arrival. If this is not possible, arrange an appointment for you

If you contact us by letter or email, we will:

- ▶ acknowledge your letters or emails within 2 working days of being received
- ▶ provide a full response within 10 working days. If this is not possible, we will tell you why and when you can expect it

If you require information in a different language or format, we will:

- ▶ arrange for the information to be provided for you within 5 working days of your request

If you require a visit at home we will:

- ▶ make an appointment for your home visit to take place no later than one week following your request

If you have mobility problems you will find:

- ▶ our offices are easy to access by wheelchair users, people with mobility problems and customers with pushchairs and prams

If our office does not have the information that you require we will:

- ▶ provide it within 10 working days of your request

We will make sure all personal information and correspondence is confidential under the terms of the Data Protection Act 1998

how will you know we are meeting these standards?

We will tell you how we are meeting these standards in lots of different ways including:

- ▶ customer inspector mystery shopping
- ▶ @home newsletter sent to all customers every three months
- ▶ Incommunities website www.incommunities.co.uk
- ▶ posters in your local Incommunities office
- ▶ reports to your Local Management Trusts twice a year
- ▶ consultation in a variety of ways with members of the 100 Club