

# Standards Verification UK

## Customer Charter

We aim to ensure that all customers receive a high quality and efficient service from Standards Verification UK (SVUK). The Customer Charter sets out the standards we aspire to deliver.

### Our commitments to you:

#### Efficient Service

- During working hours we will:
  - answer 90% of all telephone calls within five rings;
  - enquiries by phone or e-mail will be acknowledged within 1 working day.
- We will ensure that the first person you deal with answers your enquiry or will put you in touch with a person/organisation who can.
- We will respond to suggestions or complaints within a maximum of 15 working days.
- We will respond to data protection requests within 40 calendar days.

#### Personal and Professional Service

- When you visit the office of SVUK you will be greeted by a member of staff upon arrival.
- When calling us by telephone we will greet you with the company and employee's name.
- We will endeavour to use plain language and avoid using jargon.
- Our staff will be appropriately briefed to give you the help and advice you need.
- We will apologise when at fault and do our best to put things right, and monitor any recommendations made following the investigation of a complaint to improve SVUK services.

#### Fair Service

- We will adhere to our equality and diversity policy.
- We will arrange a time and place for you to discuss issues in private, whether in our offices or by alternative arrangements.
- We will treat complaints confidentially, while making sure we are fair to everyone concerned.

#### Information Service

- We will produce information about SVUK and our services that is accurate, useful, up to date and is accessible to the customer.
- We will commission independent evaluations of our services and respond to the findings.
- We will inform you how to take your complaint further if you are not satisfied with our response, including how to appeal against decisions.

#### Customer Feedback

In order to provide you with an excellent service, we need your help. If we have done something that has exceeded your expectations or a member of staff has gone the extra mile to assist you please let us know. It is also important that you are able to tell us when something has gone wrong or you have a suggestion about our services that you would like us to consider.

#### Contact us

To report a compliment, comment or complaint:

- By phone: 0113 2410427 Monday to Friday, 9:00am-5:00pm
- By e-mail: [svukadmin@svuk.eu](mailto:svukadmin@svuk.eu)
- By post: Standards Verification UK, 4<sup>th</sup> Floor, 36 Park Row, Leeds, LS1 5JL

More information about our services can be located at [www.standardsverificationuk.org](http://www.standardsverificationuk.org)

We will review the Customer Charter annually in order to ensure its continuing suitability.

May 2009