

# 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;
  - return phone messages within 1 working day;
  - acknowledge emails within 24 hours.
- When you visit the office of SVUK you will be greeted by a member of staff upon arrival.
- We will ensure that the first person you deal with answers your enquiry or puts you in touch with a person/organisation who can.
- We will record compliments, comments and complaints and use them to review and improve our services.
- We will respond to complaints within a maximum of 15 working days.
- We will respond to Data Protection requests within 40 calendar days.

#### Personal Service

- When calling us by telephone we will greet you politely and clearly – giving the company name and the employee's name.
- We will keep the use of voicemail during office hours to a minimum.
- In all correspondence we will endeavour to use plain language and avoid using jargon.
- We will be on time for appointments or let you know in advance if we need to make alternative arrangements.
- We will ensure that you are treated politely and courteously by all our staff.

#### Professional Service

- We will ensure that the staff who serve you are appropriately briefed to give you the help and advice you need.
- We will give you details of who is dealing with your enquiry so that you know who to get back to and how.
- We will ensure our office areas are clean, tidy and safe.
- We will apologise when we are at fault and do our best to put things right.
- We will monitor any recommendations made following the investigation of your complaint to ensure that, where possible your complaint helps to improve SVUK services.

### **Fair Service**

- We are committed to improving the service we provide to all our customers.
- We will treat you politely and not discriminate against you irrespective of your race, age, disability, gender, marital status, religion, sexual orientation, transgender or working patterns.
- We will arrange a time and place for you to discuss issues in private.
- We will make other arrangements to see you if you cannot visit our office because of a long-term illness or disability.
- 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 in a format that meets customer needs.
- We will commission independent evaluations of our services and take appropriate action arising from these findings and the feedback from compliments and complaints.
- We will inform you how to take your complaint further if you are not satisfied with our response, including how to appeal against decisions.
- We will review the Customer Charter annually in order to ensure its continuing suitability.

### **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.

### **How you can help us to help you.**

- Treat our staff with respect and dignity.
- Provide appropriate information so that we can deal with your enquiry quickly and effectively.
- Keep us informed if you need to change an appointment.
- Tell us immediately if you are unhappy with the service you have received.
- Tell us if you are pleased with the service you have received so that we can encourage good practice across SVUK.

### **Contact us**

To report a compliment, comment or complaint

- By phone: 0113 241 0427
- Monday to Friday, 9:00am-5:00pm
- By e-mail: To Jean Driver [jeandriver@svuk.eu](mailto:jeandriver@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)

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