



awen

**Customer
Care Policy**

We're on a mission to provide brilliant customer service. Our aim is to provide a friendly, professional and inclusive experience for all our customers.

This Policy is our promise to you. It will show you what we stand for and how we will act, so you know what to expect from us.

We will ...

Ensure our services are easy to use

Having smooth and simple services means making it as easy as we can for you to do what you need. We'll make sure you can talk to us in the way, and a time that suits you.

Treat you with respect and kindness

Everyone deserves to be treated as an individual, with respect and kindness. We want our services to have a personal feel, and to build a trusting relationship with you. We'll always try to keep our promises.

Respond to you promptly

We know it's important that you can get answers quickly, and that queries are fully resolved.

Ensure our staff are professional, trained and knowledgeable

Our staff need to have the right skills, knowledge and information to be able to help you as best we can.

Ensure our services are fair and free from discrimination

We aim to create a welcoming and inclusive environment based on a culture of fairness and respect.

Listen to your needs, wants and views

Listening makes sure that we are understanding what you tell us and will help us to have better conversations.

We promise to listen, act and learn from what you tell us.

Our Customer Service Standards

Contacting us

- We will promote when we are open.
- We will let you know all the ways that you can contact us.
- You will receive a warm welcome and we will name the staff member that you are speaking with.
- We will be friendly and polite.
- We will listen carefully and provide the best possible solution.
- We will give direct and clear responses
- We will keep you up to date and clearly say what the next steps are.
- If we can't answer your query straight away, we will explain who will be dealing with your query and let you know when we will contact you back.
- If we need to cancel an appointment that we have booked with you, we will let you know and rearrange.
- If we are busy and you leave us a message, we'll make sure we contact you back.

Listen to feedback

- We will ask you about your experiences.
- We will actively listen to, learn from and act on feedback.
- We will ask you questions that help us to understand your preferences.
- We will operate a complaints process that is simple, clear and easy to use.
- We will provide opportunities for you to influence decisions that are made about services that you have.
- We will provide opportunities for you to meet with us in your communities, to share your views through activities and events.
- We will apologise and make right our mistakes.

Easy to use services

- We will use simple, friendly words that are easy to understand.
- We will use translation services and other tools to help us speak with you in the language of your choice.
- We will contact you using your preferred method.
- We will give options such as Large Print or Audio format.
- We will make sure that we keep information on our system so that we know your preferences, and so that you don't have to repeat yourself.

Fair and free from discrimination

- We will not discriminate against anyone no matter their age, disability, gender, marital status, sex, race, belief or religion or sexual orientation, or Pregnancy and maternity.
- We will promote a culture of inclusivity.
- We will be flexible and adapt to your needs.
- We will provide extra support to those who are vulnerable or at risk of discrimination.

Our Initial Response Times

This shows how quickly we will answer you when you contact us during our opening hours:

Phone		We will answer the phone within 30 seconds. If we can't give you a full answer, we will contact you back within 2 working days.
Online Chat		We will answer Online Chats within 3 minutes. If we can't give you a full answer, we will contact you back within 2 working days.
Email		We will answer Emails within 2 working days. If we can't give you a full answer, we will send an update within 5 further working days.
Letter		We will respond to Letters within 5 working days. If we can't give you a full answer, we will send a full update within 5 further working days
Social Media		We will answer Social Media enquiries within 1 working day. If we can't give you a full answer, we will send a full update within 5 further working days

In exceptional circumstances or at very busy times, there may be occasions where we are temporarily unable to meet these time frames.

If you are trying to contact a specific member of staff, our response times may change as they may be unavailable. You can contact us in any of the way above and we'll do our best to help.

Sometimes, you may contact us in other ways such as Text or WhatsApp. We'll aim to answer as soon as possible but if it is urgent, we would recommend giving us a call.

Our Policy Detail

- Awen will set service standards for initial response times.
- Awen will ensure that subsequent response times meet the standards set in the Tenants Contract (Written statement of terms), relevant legislation and associated internal policies and procedures.
- Awen will set customer service performance targets which will be regularly reported, monitored and reviewed.
- Awen will train our staff to provide excellent customer service. We will ensure they are up to date with relevant training.
- Awen will operate a complaints process that is simple, clear and easy to use.
- Awen is committed to continuous improvement. We will regularly review our policies and procedures and look at best practice to ensure the services we provide are up to date and fit for the future. Awen will use a 'Customer First approach' to reviewing and creating services.
- Awen will provide opportunities for our tenants, leaseholders and members of the community to influence decisions that affect them, the services they receive or their community. See Awen's Tenant Involvement and Engagement Policy for more details.
- Awen will consult and work in partnership with our customers to ensure the services we provide meet their expectations.
- Awen acknowledges its responsibilities under the Equality Act 2010 and observes all relevant associated legislation. We will promote high levels of understanding and observance of equality and diversity practices.
- Awen will undertake Equality Impact Assessments to ensure our services are accessible, fair and free from discrimination
- Awen will maintain accurate and up-to-date customer records. Records will be kept in line with our Data Retention Policy, and Data management procedures. Awen will comply with our legal responsibilities under UK GDPR.

Who does this apply to?

Our customers are anyone who has contact with Awen and its Services. This mainly applies to our Tenants (Contract Holders), Leaseholders and housing applicants but will also apply to job applicants and members of other organisations or charities that we work with.

What we expect from you

We believe that our customers have the right to be heard, understood, and respected. However, we also consider our staff to have the same rights. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We ask you to treat our staff fairly with respect and consideration.

All calls to our Call Centre are recorded for training and monitoring purposes.

How we monitor this Policy

This policy will be reviewed at least every three years and is next due for review in: October 2026. We may review this policy earlier to meet legislative, regulatory or best practice requirements. When we review this policy, we will work with our customers to understand their needs and wants. **We will monitor how we are meeting this policy by:**

- Collecting performance data and comparing it to our service standards
- Reporting on our performance data
- Hearing the Tenants Voice: Listening to and Acting on Customer Feedback
- Using feedback from our Complaints process. We'll make sure we are meeting expectations, and this will help us to spot failures or gaps in services.

Other useful information

- Awen's Tenant Involvement & Engagement Policy
- Awen's Complaints Policy
- Awen's Equality, Diversity and Inclusion Policy and Strategy
- Awen's Unacceptable behaviour Policy
- Awen's Code of Conduct Policy
- Awen's Data Protection Policy

Giving us feedback

Awen welcomes all forms of feedback. If you'd like to provide feedback on how we are doing, you can contact us in the normal ways.

We see complaints as a valuable form of feedback. Our process for dealing with complaints can be found in our complaints Policy.



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