



# Service standard: Communication

What you can expect when you make a call or contact us



We are proud to offer high standards of communication to all of our customers and partners. When you get in touch with CHADD you can expect us to be friendly, polite and helpful

## Our standards

These are the standards our teams should be meeting:

### If you email:

- A colleague will take responsibility for your enquiry
- We will reply to you within 3 working days from the date we receive it
- If we can't reply within that time, we'll tell you who is dealing with your enquiry and when you can expect a full response

### If you contact us via social media:

- During our office opening times, we will respond to you within one working day if you contact us via Facebook, Twitter, or Instagram

### If you visit

- Our reception areas will be clean and tidy, clearly signposted and easily accessible
- If you have an appointment, we will endeavour to see you on time

### If we visit you:

- Our colleagues and contractors will be wearing photo ID or will have ID available to show you. (If you are unsure of their identity, please contact us)
- When appropriate, we will make an appointment before visiting you
- We will contact you as soon as we can if we can't keep an appointment
- We ask that you do not smoke while our colleagues are with you

### If you telephone:

- During office hours, we aim to answer 90% of all calls within 20 seconds
- When we answer the phone, we will tell you which department you have called and the name of the person you are speaking to
- During busy periods your call to our main switchboard may be held in a queue. You will automatically be offered the option to leave your telephone number so the next available colleague can call you back.
- If you ring a colleague's direct line and the call cannot be answered by the person you are trying to contact, the call will be answered by a member of their team or will be directed back to our reception

## Acceptable Behaviour

---

In return for our high standard of customer service, we expect all customers to behave in an acceptable manner towards our colleagues. Our colleagues have a right to take further action if they receive abuse or threats. This may involve external agencies when appropriate.

We promote equality and stop unfair discrimination in all aspects of our work.

We will:

- Collect equality data from our customers as we want to provide services that are responsive to the diverse needs of different individuals and communities and reduce disadvantage
- Value diversity and accept that everyone has a right to their distinctive and diverse identities
- Endeavour to have a workforce reflecting the population we serve

## You can have support.

---

We encourage and invite you to be supported by a representative or advocate about our services if that is needed and a support for you

## Monitoring These Standards

---

We monitor these standards to ensure we are offering an efficient and effective service. If you do not think we are meeting the standards set out above, please let us know.

### More information

If you do not think that we are meeting the standards set out above or you have any questions please contact us.

### Contact details

Telephone: 01384 456465

Email: [reception@chadd.org.uk](mailto:reception@chadd.org.uk)

Web: [www.chadd.org.uk](http://www.chadd.org.uk)

Twitter: (X) [@CHADD1979](https://twitter.com/CHADD1979)

Facebook: [CHADDHousing](https://www.facebook.com/CHADDHousing)

Churches Housing Association of Dudley & District  
Head office  
Brindley House  
48-50 Hall St  
Dudley  
DY2 7DT

If you would like this information in large print, audio, braille or a different language, please ask a member of the team or contact [admin@chadd.org.uk](mailto:admin@chadd.org.uk)

Our complaints policy is available on our website