

# Our Customer Care Charter

## People Matter

Our Customer Care Charter details the standard of service we aim to deliver, and the different ways in which we can communicate with one another.

## Our Commitment to You

We will:

- Respond to your enquiries as fully and quickly as possible
- Deal with your enquiry honestly, fairly and politely
- Give you prompt and accurate information
- Respect your confidentiality at all times
- Take account of your individual needs
- Keep you informed about what is happening with your enquiry
- Provide you with a full response no later than 20 working days
- Let you know if we require additional time to fully respond

## Let's Email

- You can Email us at: [customercare@greenbelt.co.uk](mailto:customercare@greenbelt.co.uk)
- We will confirm receipt of your Email

## Let's Talk

- You can call our Freephone Enquiry Line: **0800 028 1749**
- We will answer your call promptly and let you know to whom you are speaking
- If you call during a busy spell, please leave a message and we will call you back
- Our offices are open **Monday to Friday, 9am to 5pm**

## Let's Meet

- We can arrange this, if it's suitable to resolve your enquiry
- We will confirm a date and time with you in advance

## Let's Write

- You can write to us at:

**Greenbelt Group Limited**  
**McCafferty House**  
**99 Firhill Road**  
**Glasgow**  
**G20 7BE**

- All written correspondence will be attributed to a named person at Greenbelt

## It's Complicated

Depending on the nature of your complaint (e.g. specialised or complex issues) it may not be possible for it to be resolved either through our standard customer enquiry processes, within our usual timeframes or by our Customer Services or Billing Teams. When this occurs Greenbelt may, at its discretion, decide to escalate your complaint through the formal Complaints Procedure in order to investigate and respond to you as quickly and fully as possible.

## Emergencies, Out of Hours and Holidays

- In case of emergencies, when our offices are closed, please call us on **08450 940 940** and follow the instructions provided
- Where we have responsibility for mechanical features, we have systems in place to notify specialist contractors directly. They will attend as a matter of priority

## Help Us to Help You

Please:

- Treat our staff and contractors with consideration
- Provide us with accurate and complete information
- Let us know if you have any difficulty contacting us
- Inform us of any changes in your circumstances
- Give us feedback about our service

## Evaluation and Improvement

We listen to our customers in order to improve every single day. Our standard of service is regularly monitored and reviewed as part of our self-evaluation process.