

OUR CUSTOMER CARE CHARTER

Greenbelt is committed to delivering a service that is entirely focussed on your home, your world, your future. This key mission is underpinned by our Customer Care Charter, which details how we communicate with you and provide information about our standards of service. We aim to provide a customer service that is helpful, focussed on solving your queries and responsive to all of your needs. This factsheet is just one in a series of publications detailing how we work closely with our customers.

Our aim is to deal with enquiries as quickly and as fully as possible – and to keep you informed, if we require additional time.

OUR COMMITMENT TO YOU

We will:

- Deal with your enquiry honestly, fairly and politely
- Give you prompt and accurate advice and information
- Respect at all times your right to confidentiality
- Take into account your individual needs
- Keep you informed about what is happening with your enquiry
- Listen to what you have to say and fully engage with you
- Have an easy-to-use, straightforward enquiry procedure

LET'S TALK OVER THE PHONE

- We aim to answer your call promptly and let you know to whom you are speaking. If you telephone during a busy spell, your call will be directed to the relevant member of staff who will respond as quickly as they can. Alternatively, you can leave a message and we will call you back within 24 hours.
- We will return voicemails and messages left on our out-of-hours answer service during the next working day. Our normal office hours are Monday to Friday, 09.00-17.00, excluding public holidays.

LET'S MEET FACE-TO-FACE

- If a meeting is necessary, we will arrange this as soon as possible and confirm it with you in advance
- We will deal with you clearly and politely

OUR STANDARDS OF SERVICE

In writing:

- We will confirm receipt of your enquiries received by fax or e-mail within two working days
- We aim to reply to you within 20 working days of receipt, either giving a full reply or advising you if additional time will be required and stating a date by which we will respond
- All personal correspondence will be attributed to a named person at Greenbelt
- Our letters and leaflets will be written clearly and will be refreshingly free of jargon

HELP US TO HELP YOU

- Please let us know if you have any difficulty contacting us
- It helps to tell us of any relevant changes in your circumstances as soon as you can
- Please be considerate and polite to our staff and our contractors, as we are here to help you
- It helps to tell us if you have any comment, feedback or compliment about our service
- Please do make suggestions if you think there are ways we could improve our service

EVALUATION AND IMPROVEMENT

As a responsible and progressive company, Greenbelt aims to listen to our customers and improve every single day. This is why our standard of service is regularly monitored as part of a self-evaluation process.

YOU CAN CONTACT US ON

Freephone Enquiry Line: **0800 028 1749**

Fax: **0845 094 0941**

Email: **mail@greenbelt.co.uk**

In case of emergency over the Christmas to New Year or Easter periods, when our offices are closed for more than just a Saturday and Sunday, please contact us on 08450 940 940. Listen to the hotline message – also available on our website – and follow the instructions provided. Our offices do not close on any other public holidays, so on all other occasions please contact us via the methods above.

Where we have responsibility for mechanical features, such as a sewage pumping station or electric gates, we have systems in place that notify specialist repair contractors directly. When a fault occurs they will attend as a matter of priority.

OUR ENQUIRY PROCEDURE

HOW WE CAN HELP PUT THINGS RIGHT

We recognise that from time to time a customer may be not be fully satisfied with the standard of service experienced. Although infrequent, such events must be addressed in order to ensure that our normal high standards are maintained and, where necessary, improved for the benefit of everyone.

If you should feel dissatisfied with our full reply to your initial query, we ask that you write as soon as possible to the Customer Services Manager, within 28 days from the issue of our reply. You will receive a response within five working days of receipt of your letter, giving a full reply – or advising you that additional time will be required and stating a date for this response.

If, however, you should feel dissatisfied with the full reply of the Customer Services Manager, you must write to the Managing Director, as soon as possible but within 14 days, stating why you do not consider the reply to be satisfactory. The Managing Director will confirm his decision in writing within 10 working days of receipt, either giving a full reply or advising you that additional time will be required and stating a date by which he will respond. The decision of the Managing Director is final.

Greenbelt recognises some customers may wish to have their complaint reviewed by an independent third party, if they remain unsatisfied with the Managing Director's response.

In order to help you to pursue this option, we have, in conjunction with RICS, developed a facility for a fully independent Ombudsman service to resolve individual and multiple customer disputes.

A guide to the Ombudsman dispute resolution service is available on our website www.greenbelt.co.uk using the 'Policies' link in the footer section, or can be provided on request by calling **0800 028 1749**.

If you live in Scotland and do not wish to use our independent dispute resolution service, but remain dissatisfied with the Managing Director's decision – and if you consider we have failed to carry out our "property factor" duties in terms of the Property Factors (Scotland) Act 2011 ("the Act") or if you consider we have failed to comply with the Code of Conduct (set out in the Act) – you can ask for a determination by the First-tier Tribunal for Scotland (Housing and Property Chamber).

The Panel can be accessed online at www.housingandpropertychamber.scot. To make a complaint you must first notify us in writing of the reasons you consider we have failed to comply with our duties or failed to comply with the Code and we must also have refused to resolve your concerns or have unreasonably delayed in attempting to resolve them.

HOW OUR GRIEVANCE PROCEDURE WORKS

Where an enquiry is an alleged grievance against a Greenbelt employee, a contractor or involves criminal damage, this will be treated as a formal complaint. Anyone who believes they have a valid grievance or complaint should put it in writing to:

The Customer Services Manager, Greenbelt Group Ltd McCafferty House, 99 Firhill Road, Glasgow G20 7BE

Your complaint will be logged on the company's enquiry management system and be investigated immediately. The Customer Services Manager will respond within five working days of receipt, either giving a full reply or advising you that additional time will be required and stating a date by which a response will be given. This will be sent by recorded delivery or registered post.

If you are dissatisfied with the full reply of the Customer Services Manager, then you must write to the Managing Director, as soon as possible but within 14 days, stating why you do not consider the reply to be satisfactory. Thereafter, the normal due process will follow, as outlined in detail above, in order to help you reach a satisfactory conclusion.

UNACCEPTABLE ACTIONS POLICY

Occasionally, the behaviour or actions of individuals we have dealings with make it impossible for us to continue any constructive engagement. In this small number of cases we have to consider taking steps to protect our staff or to ensure that our ability to work effectively is not undermined. This Policy, which can be viewed at www.greenbelt.co.uk, explains how we will approach these situations.

We hope you have found this factsheet helpful. Greenbelt believes wholeheartedly in customer engagement and, through our Customer Care Charter and Enquiry Procedure, it is our aim to continually improve the high standards of customer service. We welcome your feedback, so please do not hesitate to contact us.