

Customer Services Charter

We strive to offer the best possible service to all our customers in an open and accountable way and this charter sets out the high standards of service you can expect from The Phone Co-op.

Our commitment to you

- We will treat you fairly and impartially, with courtesy and respect.
- We will try to answer your query as best as we can, if we cannot do this, we will find an answer and get back to you.
- We will take responsibility when dealing with your query and retain ownership until the problem is resolved.
- We will look for ways to improve services and will learn from any comments and complaints.
- We will work closely with our suppliers to improve our service to you.

Phone

Our main, customer services telephone lines will be answered by a real person during the following time periods: 9am to 7pm Monday to Friday and 9am until 3pm on Saturdays excluding bank holidays. (Any other exceptions or variations will be publicised).

We aim to answer calls within five rings and will give our personal name and the name of the organisation.

When no-one is available the call will queue until the next person becomes free.

Correspondence

We aim to reply to all emails, letters and faxes that call for a response within five working days of receiving them. If we need more time, we will briefly acknowledge your correspondence and let you know when to expect a full response.

We will reply in plain English.

Faults

We will report faults on our networks immediately and keep you updated with progress reports until the fault is resolved.

Complaints

If you are not satisfied with the standard of our service please let us know.

We take all complaints very seriously and will do our utmost to resolve the problem quickly and effectively.

You can make a formal complaint to the Customer Services Manager and it will be acknowledged within two working days.

There will be a detailed investigation of your complaint and a full and considered reply with be sent to you within ten working days

If we need more time to investigate your complaint, we will contact you regularly to keep you informed.

If we do not uphold our own standards, we will apologise, try to explain what happened and tell you what actions we are taking to make sure the problem does not happen again.

Your suggestions

To help improve our services, we would like to know what you think about our standard of service.

We welcome all your comments and suggestions.

Please e-mail us at enquiries@thephone.coop and type *Comments and Suggestions* in the subject box.