

### Telephone Calls

- We will answer promptly and politely
- We will identify ourselves
- If we cannot answer your enquiry immediately or the member of staff you require is unavailable, we will call you back within 24 hours.

### Letters and e-mails

- We will acknowledge letters and emails within 2 working days, and will provide a reply within 10 working days
- Our reply will be accurate and in plain language
- Our reply will include the name and telephone number of the sender

### Meetings with Staff

- We would encourage customers to make appointments to talk to staff
- We will provide you with written confirmation of what was discussed and any follow-up action to be taken.

### Equal Opportunities and Diversity

Argyll Community Housing Association is committed to providing a high quality, professional and caring service. This service will be provided to everyone without discrimination of any kind.

This leaflet is available in other formats such as large print, audio, braille and community languages – please ask at your local ACHA office.

If you have difficulty with written material our staff will be glad to help to explain this leaflet or any other ACHA material.



# Customer Care

*Argyll Community Housing Association  
aims to deliver a high quality and  
caring service to its tenants and  
others in the community.*

This Charter sets out the standards of service you can expect when contacting your local ACHA office or other ACHA staff and reflects our commitment to providing high quality services focussed on your individual needs.



Registered with the Scottish Government  
Property Factor Registration Number PF000302

## Customer Care

ACHA staff and Board of Management are committed to providing a high quality service which is fair, open, accessible and responsive to all customers.

By customers, we mean not only tenants but also everyone who uses, or seeks to use, our services.

## Your Rights

We believe you have the right to:

- be treated courteously and with respect
- clear and correct information
- services delivered to agreed standards
- be advised of our obligations to you
- equality of access to services
- have your confidentiality respected
- quick and effective response via our complaints procedure if you are unhappy about our services.

## Standards – Scottish Social Housing Charter

To provide services of the highest standard we will:

- Develop performance targets for our services in consultation with our customers (Scottish Social Housing *Charter*)
- Monitor our performance against the agreed targets and report on these annually through the ARC (Annual Return on the *Charter*).

## Our Offices

- Will be convenient, accessible and welcoming
- Will be easily accessible by people with disabilities
- Will provide a full range of up-to-date information
- Will have facilities for private interviews (you may have to make an appointment for this)

## Our Staff

In providing our service to you our staff will:

- Behave professionally and courteously at all times
- Be well informed and trained in their duties
- Identify themselves at all times
- Ask questions in a polite and fair manner

## Our Services

- We shall ensure local access to services wherever possible
- We shall deliver services that are effective, efficient and provide good value for money
- We welcome suggestions and comments on the services we provide
- We shall ensure that information about all our services and your rights is widely available
- We will provide an emergency out of hours service

## Making a Complaint

- If you are unhappy with the service you have received, ACHA has a Complaints Policy. You can get a copy at any ACHA office, by telephoning us at any of our offices or on our website. [www.acha.co.uk](http://www.acha.co.uk)
- ACHA welcomes complaints because this gives us a chance to make things better – if we don't receive a complaint we will lose that opportunity.
- You may want to get independent advice:
  - ❖ Scottish Public Services Ombudsman - FREEPOST SPSO, Tel: 0800 377 7330
  - ❖ Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY, Tel: 0845 600 9527
  - ❖ Housing and Property Chamber, Glasgow Tribunal Centre, 20 York Street, Glasgow, G2 8GT, Tel: 0141 302 5900
  - ❖ Argyll & Bute Citizens Advice Bureau, Riverside, Oban Road, PA31 8NG, Tel: 01546 605550
  - ❖ Lomond & Argyll Advocacy Service, 155 Glasgow Road, Dumbarton, G82 1RH, Tel: 01389 726543