



Chartered
Institute of
Housing
Approved centre

Customer service statement

1. Introduction

CIH Housing Academy is committed to delivering the highest standard of customer service. We aim to ensure this by:

- Making sure all our colleagues are fully aware of their role and responsibility to deliver our customer service standards.
- Providing our colleagues with regular and up to date customer service training to enable them to deliver our standards.
- Having systems in place to monitor and review our performance, using the information gathered to help us improve toward our customer service goals.

Our success depends upon everyone in the Housing Academy applying the principles outlined in these customer service standards. This is aimed to support colleagues working in CIH Housing Academy as they strive to uphold our customer service standards.

CIH's customer service standards are designed to ensure all colleagues are aware of the organisation's commitment to deliver them. Standards will be monitored and reported on regularly to the management team with a view to highlighting where improvements can be made.

Our commitment to deliver the highest standard of customer service also relates to our internal customers, who may rely on colleagues in the Housing Academy to deliver to external customers.

2. Customer Service Standards

In all written and recorded materials and literature, CIH Housing Academy aims to ensure:

- Information provided is clear, concise, easy to understand, and inviting to read or listen to.
- Generic promotional letters or literature carries the date of publication, and where appropriate a version number each time it is updated.
- Information contained within the literature is regularly reviewed and updated.
- Literature clearly identifies contact details for the Housing Academy or individuals who can help.
- Colleagues take care to choose the appropriate communication format to achieve their objectives and be accessible to the customer e.g. telephone, email, instant message or letter.
- Literature always uses non-discriminatory, up to date, language.
- All written communication and literature are in CIH Housing Academy brand and corporate font.

3. Communicating with customers

3.1 General enquiries and written communication (e.g email)

CIH Housing Academy aims to ensure:

- General enquiries should be processed within 5 working days. If the information cannot be provided within this period, customers will be advised of when they should expect a response, the reasons for the delay and who is dealing with it.
- Emails to the CIH Housing Academy inbox should be responded to within 2 to 3 working days, with a complete response, or details of when a complete response will be available.
- Applications / Application form should be processed within 5 working days. If further information is required, the applicant should be contacted for the necessary information within the same period.
- When individual colleagues are away from the office 'out of office' messages will be set up, including an indication of when the individual will return and the general email address to contact in their absence.

3.2 Telephones

CIH Housing Academy aims to ensure:

- All calls will be answered promptly.
- All callers are responded to with clarity, accuracy, and care.
- Our colleagues will speak to customers with courtesy and enthusiasm.
- Our colleagues will greet callers with a pleasant greeting such as 'Good morning or Good Afternoon', giving their name and team.
 - E.g. "Good morning, CIH Housing academy, Sharon speaking."
- Our phone lines will be available between the hours of 9am to 5pm, Monday to Thursday, and 9am to 4pm Fridays year round with the only exceptions being for national bank holidays or periods where CIH is closed such as all colleague events or a Christmas Break.
- CIH Housing Academy operates a zero tolerance policy for abuse towards colleagues members, callers will be given a single warning to stop abusive language before calls are terminated.

3.3 Complaint Handling

CIH Housing Academy aims to ensure:

- All complaints will be handled in line with the Housing Academy's Complaints policy.
- All complaints are acknowledged.
- All attempts will be made, where possible, to resolve any issues at the time of complaint.
- All colleagues will handle complaints with care, listening closely, with a calm phone manner.
- Colleagues will listen carefully to the complaint and record the details with accuracy.
- All complaints will be regularly monitored and reported into our service improvement plans.

3.4 Confidentiality

CIH Housing Academy colleagues will:

- Complete relevant security checks to confirm they are speaking to the correct person before discussing any sensitive information.
- Comply with all GDPR requirements.
- Not disclose any personal information to a third party unless prior permission has been given.

Any omissions to this statement do not presume agreement or compliance with any other behaviours or service level agreements - though we welcome feedback from all parties if an omission is noted.

Name of policy or Procedure:	CIH Housing Academy Customer Service Statement	Internal/external	External
Section	Housing Academy	Teams	CIH Learning, CIH Training
Policy owner and job title	James Panter, CIH Housing Academy, hub team leader	Approved:	CIH HA Management Team & Kirsty Cooper head of Housing Academy
Date effective from:	January 2025	Review date:	January 2026
Associated policies and procedures	Complaints policy and procedure	Version	HA_FEv2v2 Jan_25



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