



## **A guide to our Customer Care Standards**



Quality Commitment Professionalism

# Welcome

John O'Conner (GM) Ltd is committed to putting the customer at the heart of all we do.

Our aim is to provide you with high-quality services and information. To help ensure you get the high level of service you demand and deserve, we have produced these Customer Care Standards. The standards explain the level of service you can expect to receive when you contact John O'Conner (GM) Ltd.

## Your opinion counts.

We want to make sure our services meet the needs and wishes of the people who use them or are affected by them. This is why your views on our services are important.

If you are pleased with a service we provide or the way a member of staff has dealt with you, we would like to know.

If you are unhappy with the level of service received or in the way a member of staff has dealt with you; if you are upset about something we have done, or something you think we have not done; please let us know. Wherever possible we want to put things right quickly and if there is a problem we want to stop it happening again.

If you have an idea or suggestion that could help us improve our services, why not tell us?



# How can you tell us what you think?

## Online

Complete our online form

## In writing via post, fax or e-mail

If you want to send us your comment or complaint by post, fax or e-mail, you will need to include the following details:

- your name;\*
- your address;\*
- your telephone number;\*
- your e-mail address;\*
- name of the service you are commenting on (if known); and
- full details of your comment or complaint.

(\*only if you require a reply from us)

Our Head Office address is:

2 Great North Road  
Welwyn  
Hertfordshire  
AL6 0PL

Our fax number 01438 840408

Our e-mail address [customer.care@johnoconner.co.uk](mailto:customer.care@johnoconner.co.uk)

**By phone** (for all enquiries) - 0845 604 7302

Please call the above number if you have a general query, are unsure of who you should contact, or need advice before making any comment on our services.

## In person

You can give us your comment or complaint in person at any our Head Office.

2 Great North Road, Welwyn, Hertfordshire, AL6 0PL

Please go to reception and a member of staff will help you. If you want to talk to a particular person we suggest you ring them first.

# We aim to do the following:

## **Dealing with our customers**

To resolve enquires at the first point of contact.

Treat you with courtesy, respect and according to your individual needs.

Ensure that employees are trained to help or give advice, or put you in touch with the right person to answer your query.

Treat all of our customers fairly.

## **Answering your telephone calls, letters, faxes and emails**

Respond to your call within six rings (15 seconds) and greet you politely and clearly, giving a name.

When it is not possible to transfer you to the right place, we will take a message, or give you the correct number to telephone, alternatively we will provide you with an e-mail address. Phone messages will be returned within two working days.

Avoid the use of answer phones during the stated office hours.

Reply to your letters and faxes and emails within ten working days. Acknowledge e-mails sent via our website within one working day and acknowledge faxes received within two working days.

Sometimes we will need longer than ten days to respond to your enquiry. If this is the case, we will acknowledge your correspondence within five working days, tell you who is dealing with your enquiry and advise you of when you will receive a full reply.

Use plain language and avoid unnecessary jargon.

## **Dealing with comments, complaints and compliments**

Record your comments, complaints or compliments and use them to improve our services.

Treat all complaints confidentially, whilst remaining fair to all concerned.

Apologise when we are wrong and do our best to put things right.

# Feedback

We are always looking for new ways to improve and enhance our service to you and we welcome any comments you would like to make. We also need to hear from you if we are not achieving the standards set out in this guide, so please let us know by contacting us.

**Email:** [customer.care@johnoconner.co.uk](mailto:customer.care@johnoconner.co.uk)

**Phone:** please contact Head Office on 0845 604 7302

**By letter:** please write to us at the following address:

2 Great North Road

Welwyn

Hertfordshire

AL6 0PL