

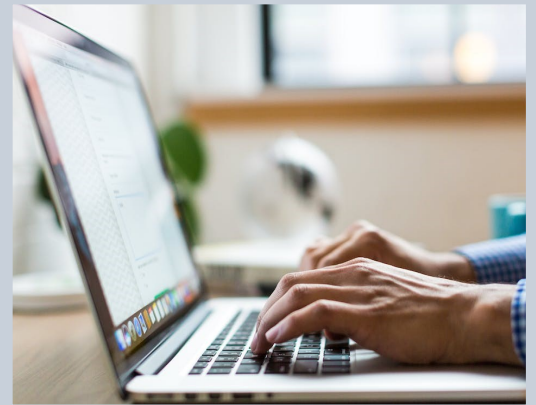
Our Customer Service Charter

We always look to provide great customer service and ensure that our service is accessible, convenient, polite and professional. We will respond appropriately to your needs and requests and will always treat customers fairly and respectfully to ensure you find it easy to access our services.



Communication

- We will acknowledge your email within 24 hours
- We will reply to your enquiry within 5 working days and if we are unable to provide a full response within that timescale, we will advise you when we aim to provide a response
- We will sign our letters and emails with our names, job titles and provide you with details of our direct extension and mobile numbers (if we have one)
- We have a Facebook page @ <https://www.facebook.com/OHALtd>
- We are working towards improving our digital communication methods and will keep you updated.



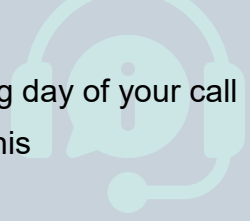
Visiting Your Home

- We will always introduce ourselves and show identification
- We will be courteous and respectful
- If we are unable to keep to an appointment time, where possible, we will try to contact you to advise if we are going to be late or to re-arrange the appointment if you would prefer
- We will wear a face mask on request



If you telephone us

- We will answer all telephone calls as quickly as possible and aim to do so within 5 seconds
- We will provide you with our name when we answer your call
- We will respond to any messages left on our voicemail within one working day of your call
- If we arrange to call you back, we will advise you when we intend to do this
- We will provide clear information on our voicemail if our office is closed



Visiting the Office

- We will welcome you in a reception area that is fully accessible
- Toilet facilities are available in reception
- Private interview facilities can be provided to ensure confidentiality and if not available at the time of your visit, an appointment can be arranged for you either to come back or for a home visit to be undertaken
- If you have an appointment, you will be seen within 5 minutes of your appointment time and if we are unable to keep to this, we will ensure you are kept informed of when someone will see you
- If English is not your preferred language, we will endeavor to offer appropriate interpreting or translation services.
- An induction loop is available for those with hearing difficulties.



What we expect from you

- Our staff are here to help and do this in a friendly and courteous manner. They are not expected to be subjected to aggressive or abusive treatment.
- Please avoid using foul or abusive language or threatening behaviour towards our staff and contractors.
- If you have an appointment you are unable to keep, please let us know so we can cancel or reschedule it to another time.

