

## Customer Service Standards

We want you to be **happy** and **satisfied** with all the services you receive as an ateb customer.

Our service standards, which cover our communication commitments to you, set out exactly what you can expect from us. They tell you about what we are committed to doing and the timeframe that you can expect us to keep to.

## Our Standards

We have set up a series of standards that our colleagues will adhere to.

We aim to resolve 90% of queries at the first point of contact.

[#GetThingsDone](#)

### If you email:

- We will action your email within 24 hours\* (1 working day) and reply to you within three working days from the date we receive it.
- If we cannot reply within the timeframe we will let you know who is dealing with your enquiry and when you can expect a full response.
- We always recommend calling us in the event of an emergency.

### If you contact us via social media:

- During our office opening times, if you contact us via our ateb Facebook page we will respond to you within 24 hours\* (1 working day).
- Please note we do not respond to messages on Instagram or X (Twitter).

### If you telephone:

- During office hours, we will aim to answer all calls within an average of 30 seconds.
- When we answer the phone, we will be polite, courteous and ask you a security question to confirm your identity to protect your personal information.

## If you write to us:

- We will open, date stamp your letter and action within 48 hours\* (2 working days) of receiving it.

## If we visit you:

- Our colleagues and contractors will be wearing photo identification or will have it available to show you (if you are unsure of the person's identity please give us a call).
- When appropriate, we will make an appointment before visiting you.
- We will contact you as soon as we can if we can't keep an appointment.
- We ask that you do not smoke and lock any dogs away whilst we are in your home.

\* Non-working days are excluded from our timescales. For example if you emailed us on Friday at 2pm, 24 hours later would mean our deadline would be Monday at 2pm.

## Acceptable behaviour

In return for our high standard of customer service, we expect all customers to behave in an acceptable manner towards our team members. Our teams have a right to take further action if they receive abuse or threats (involving external agencies where appropriate).

## Treating people fairly

We promote equality and stop unfair discrimination in all aspects of our work. We will:

- Collect equality data from our customers as we want to provide services that are responsive to the diverse needs of different individuals and communities and reduce disadvantage.
- Value diversity and accept that everyone has a right to their distinctive and diverse identities.

## How we monitor these service standards

Our customer-facing team regularly monitor these standards to ensure we are offering an efficient and effective service.

## More information

For more information about our Customer Service Standards, or if you do not think we are meeting the standards set out above, please contact:

### Head of Customer

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Email: [hello@atebgroup.co.uk](mailto:hello@atebgroup.co.uk)