











PCH SERVICE STANDARDS





CUSTOMER CONTACT

We want to make sure we are providing excellent customer service, and are available for residents to get in touch, through ways which suit you and are easy to access.

We will:

-  Offer a variety of ways for you to reach us, ensuring we're available when you need us. Our Contact Centre is open from 8am to 8pm, Monday to Friday. For emergencies, we provide a free phone line which is available 24/7.
-  Respect your time and aim to answer all telephone calls within 60 seconds. Voicemail is used sparingly, and we commit to returning your call the same day.
-  Respond to all your messages within 24 hours - whether they are emails, text messages, website contact forms, social media posts, or messages sent through the My PCH portal. We will listen to your needs and make sure we identify the correct person to handle your enquiry.
-  Respond to written letters within three working days and provide a named contact with their email address and telephone number. Wherever appropriate we will respond by calling you.
-  Provide opportunities for you to visit us in person at our office, open from 9am to 5pm, Monday to Friday. We also hold regular community drop-in sessions. We respect your preferences and offer to meet you at a time and place convenient to you.
-  Listen to your concerns and provide a quiet room for private discussions.
-  **75%** Strive to resolve or action 75% of your queries at the first point of contact
-  Provide regular news, updates, and information through various channels, including newsletters, social media, website stories, and hard copy leaflets. We respect your needs and offer information in other formats upon request.
-  Maintain and regularly update a database of your communication preferences, ensuring we deliver information in the format you prefer.
-  Provide information in other languages upon request and ensure our website and postal information is fully accessible. We offer translation services, read aloud services, large font size, and British sign language translation when needed.

How we will measure this:

-  80% of calls answered in 60 seconds.
-  95% of digital contacts receive a response in 24 hours (Mon-Fri).
-  95% of letters receive a response in 3 working days.
-  **75%** 75% First Call Resolution Rate.