

CUSTOMER CHARTER



Customer Charter

What is the customer charter?

This charter provides a framework for LEDCOM's relationship with our customers. This charter outlines:

- What we will do for you;
- the standards of service you can expect; and
- in what timescale

It also outlines, in turn, what we expect from our customers to enable us to meet our commitments to you.

What will we do?

Whether you contact us face to face or via telephone, email, written communication, text message, facebook or twitter LEDCOM will:

- treat our customers fairly.
- ensure confidentiality.
- ensure that our dealings with you are professional and considerate and we will do our best to meet any commitments we have made to you.
- quickly assess your needs, provide relevant advice and advise if we may be able to help.
- explain the support we can provide, the information we require, provide indications of how long each stage may take and ensure that you fully understand any information you are provided with. If we are unable to provide any support to you we will let you know as quickly as possible and outline any reasons why.
- keep you informed as quickly as possible if any additional information is required or if there will be any delays.
- respond to any enquiries within the set timeframes.

What we expect you to do?

LEDCOM expects you to:

- treat our staff with respect.
- provide any information that has been requested within agreed timescales.
- Inform us of any change in circumstance or plans.

Customer Charter

LEDKOM's Customer Service Standards

LEDKOM is committed to providing excellent customer service and meeting the needs of our customers in a professional manner. The standards of service to can expect from us:

1. Staff:

- Our staff will be polite and helpful
- Our staff will be professional
- Our staff will treat our customers fairly

2. Information

We will:

- Provide a range of informative leaflets and flyers about the range of services we offer
- Ensure information provided is clear and easy to understand
- Update information regularly and accurately
- Ensure our website is updated regularly with accurate information
- Ensure our social media channels are updated regularly

3. Customer Involvement

We will:

- Carry out customer satisfaction surveys, customer journey mapping and focus groups regularly with customers
- Allow customers the opportunity to engage with us and leave comments/suggestions via our website
- Publish performance data and seek customer input via our website

4. Calling in person:

- The hours of business for LEDKOM offices at both LEDKOM Industrial Estate and LEDKOM Willowbank are as follows:

Day	Opening Time	Closing Time
Monday	9am	5pm
Tuesday	9am	5pm
Wednesday	9am	5pm
Thursday	9am	5pm
Friday	9am	4pm

*excluding public/bank holidays

Customer Charter

- We will provide clean, warm and welcoming facilities and measure this
- We will display and publish at LEDCOM sites information about any charges for public services i.e photocopying, printing etc.
- If you have a scheduled appointment we aim to meet you within 5 minutes of your appointment time. We will inform you as soon as possible if there will be an unavoidable delay.
- If you are calling in person and do not have a scheduled appointment we will assist you as best we can to solve your query. If you would like an appointment we will schedule this for you.

5. By Telephone:

- We aim to answer telephone calls by the fourth ring (on average).
- If the member of staff you wish to contact is unavailable you will be transferred to their voicemail box where you will be given details of how to leave a message and when you can expect your call to be returned.
- We aim to respond to telephone messages within 3 working days if the member of staff is in the office. If the member of staff is off on leave you can expect your call to be returned within 3 working days of their return. You will also be provided with details of an alternative member of staff who you can contact to deal with your query.

6. In Writing or by E-mail:

- We aim to respond to written communications and e-mails within 7 working days of receiving your correspondence.

7. By Text Message

- We aim to respond to text messages within 2 working days of receipt.

8. By Facebook or Twitter

- We aim to respond to messages received on Facebook and Twitter within 2 working days of receipt.

9. Complaints

- We aim to acknowledge complaints within 2-5 working days and respond to formal complaints within 10 working days of receipt.

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Contact Information

LEDCOM Willowbank

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