

Customer Service Charter



2nd Edition – 27th June 2018

Introduction

Vangarde Shopping Park aims to provide excellent services to our customers. As part of this commitment, we promote equal opportunities in relation to service delivery, opportunities and employment.

This customer service charter sets out the standards that all our service users can expect to receive from us. If you believe the service you have received falls below this standard then you can raise the matter with the Shopping Park

We regularly survey a sample of customers that have contacted us so we can assess the level of satisfaction with the way we have handled your enquiries.

Our service standards will:

- Be clear, easily understood and easy to use.
- State the way we expect our staff and contractors to behave towards our service users.
- Be reviewed at least every three years, taking account of any feedback, we receive from our customers on what matters to them most.

What standards can you expect when you contact us?

If you phone us we will:

- Answer your call on average within three rings.
- Answer giving the name of the person you are speaking to.
- Deal with your call politely and efficiently, and aim to deal with your enquiry at the first point of contact.

- Provide an answer phone service when the office is closed.
- If we have missed your call or where you have left a message on the answer phone, we will phone you back as soon as possible to acknowledge that we have received the call and let you know what we are doing to deal with it.
- If the person you wish to speak to is not available, we will take a note of your name, telephone number and query and arrange for the member of staff to call you back.
- If you prefer, we will transfer your call to the staff members voicemail, to allow you to record your message.
- We regularly survey a sample of customers that have contacted us so we can assess the level of satisfaction with the way we have handled your calls.

Our staff will follow the ***Golden Rules of Customer Engagement***

1. Ensure staff uniform is smart and will be wearing a name badge
2. Be observant
3. Have a smile and be friendly
4. Stop working to give you your full attention
5. Have eye contact with you
6. Ask relevant questions
7. Offer to assist you further
8. Go out of their way to help
9. We will show you and not just tell you.
10. Leave you with a pleasant goodbye

If you visit Vangarde Shopping Park, we will:

- Make every effort to ensure our shopping park is accessible to everyone.
 - Provide seating in our reception area, ensure that it is clean and tidy and that leaflets and posters are up-to-date and relevant.
- Treat you with courtesy and respect at all times.

We can also provide a loop system for people that have a hearing impairment.

If you write or email to us we will:

- Answer your enquiry as soon as possible. If we can't give you a reply within this time, we will acknowledge your enquiry, tell you when you will receive a more detailed reply and provide the name of the person dealing with your enquiry.
- Use language which is easy to understand.
- Avoid technical terms or abbreviations.
- Answer your enquiry in an open friendly style.
- Sign our letters with our name and job title.

You can help us get it right.

We are committed to providing the highest standards of service.

To help us improve our service, we welcome any suggestions or comments and will use the information you give us to revise and improve our policies and procedures.

If you are unhappy with any of our services or the way we dealt with you, talk to one of our staff members first.

If you are still not happy, you can use our complaints procedure, this can be provided on request

A leaflet explaining this procedure will be provided on request.

Feedback

We would like to hear any feedback that you may on the service we provide, you can leave feedback in the following ways:

- By email to the Customer Service Team on:
feedback@vangardeyork.com
- By leaving feedback on our website
www.vangardeshopping.co.uk
- By completing a feedback questionnaire, these can be found in the Management Suite.

Contact Details:

**Vangarde Shopping Park, Vangarde Way,
Huntington, York, YO32 9AE**

Telephone: 01904 238309

Customer Services: 07715 216011

Email:

customerservices@vangardeyork.com

**Vangarde Shopping Park – Centre
Manager, Deborah O'Donnell**

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