



CREATING GREAT OUTDOORS

CUSTOMER CARE CHARTER

The Customer Care Charter is Greenbelt's commitment to customers providing information about our standards of service and explaining how you can expect to be treated when dealing with the company. We will provide a service that is helpful, focussed on solving customer problems and responsive to your needs.

Putting customers first

We will:

- Deal with your enquiry honestly, fairly and politely
- Give prompt and accurate advice and information
- Respect your right to confidentiality
- Take into account your individual needs
- Keep you informed about what is happening with your enquiry
- Listen to what you have to say
- Have an easy-to-use enquiry procedure if things should go wrong

Customers can expect the following service:

In writing:

- We aim to reply to you within 20 working days of receipt
- Our letters and leaflets will be written clearly and will be free of jargon

By telephone:

- We aim to answer your call promptly – if you are calling during a busy spell please be patient - our team will respond to your call as quickly as they can
- We will return messages left on our out-of-hours answer service during the next working day. Normal office hours are 09.00-17.00 (excluding public holidays)

Face-to-face:

- We will deal with you clearly and politely
- Should you wish a meeting, we will aim to arrange this as soon as possible and we will confirm it with you in advance

Helping us to help you:

- Please let us know if you have any difficulty contacting us
- Tell us of any relevant changes in your circumstances as soon as you can
- Please be considerate and polite to our staff and our contractors
- Tell us if you have any comment or compliment about our service
- Please tell us if you are unhappy with any aspect of our service

If you have any queries you can contact us on:

Our Freephone Enquiry Line: 0800 028 1749
Fax: 0845 094 0941
Email: mail@greenbeltgroup.co.uk

Putting things right

Where we have let you down we want to put things right as soon as we can. However if you feel your enquiry is not resolved or dealt with satisfactorily we have a formal complaints procedure.

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