

ODS

Customer Care

Service Standards



working
with



At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.

The Customer Care team will measure compliance with all of our Service Standards in a variety of ways. This includes mystery shopping, the monitoring of complaints and compliments, feedback surveys, tenant engagement, and performance measures, and we will report on our compliance regularly.

ODS is committed to ensuring that our customers receive the best possible service by listening to feedback, involving service users in decision making, and collecting and monitoring information to improve the services which are available on our website. We have a complaints process that can be used if you believe our standards are not being met.

In keeping with our commitment to equality and diversity for all, and the requirements of the Equality Act (2010), we will ensure that no individual or group is discriminated against, or receives less favourable treatment, by virtue of their race, age, religion, disability, belief or sexual orientation.

Emails, requests made via the website, and written correspondence

- We aim to acknowledge each customer contact received within one working day, either giving an answer in full or setting an expectation of what will happen next
- We aim to provide a substantive reply within five working days
- If English is not your preferred language, a translation service will be provided on request
- We will provide full accessibility within the website to enable all customers to read or hear its content.

Face-to-face

- We will offer a suitable appointment with an appropriate member of staff within five days of your request
- We will ensure that your privacy is respected, and if appropriate provide you with a private interview room
- If English is not your preferred language, a translation service will be provided, upon request.

Telephone

- When you telephone us, we will aim to answer as quickly as possible, and provide the opportunity for you to leave a voicemail message if we are unable or unavailable to take your call.
- If English is not your preferred language, a translation service will be provided upon request.

Comments, complaints, and compliments

- When you make a comment, complaint, or compliment to us, we will acknowledge this within one working day
- We will provide you with a full response within five working days and if this is not possible, we will contact you again to let you know when you can expect to hear from us.

ODS

Customer Care

Service Standards /Cont..



working
with



Our staff

- Will avoid using jargon so that you are clear about the information that has been given to you
- Will encourage you to give us feedback on our services so that we can improve
- Will always be polite and treat you with respect.

In return we expect our customers to treat us with respect and courtesy.

Tell us what you think:

Your feedback about our customer care services and how these can be improved is welcomed.

Please visit www.oxford.gov.uk/feedback.

All comments, complaints, and suggestions will be responded to.

For further information:

Visit www.oxford.gov.uk

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library

Queen Street

Westgate

Oxford

OX1 1DJ