



### ***Our commitment to customer care***

***We will always give top priority to customer care. The standards set out below are the minimum levels of service our users can expect. We will make every effort to meet these standards and to exceed them if we can. They are reviewed regularly and we welcome comments and suggestions for improvement. Please contact Diana Sterck, Chief Executive on 0208 944 5501 or email [Diana.sterck@mertonchamber.co.uk](mailto:Diana.sterck@mertonchamber.co.uk)***

### **Telephone calls**

- A full public enquiry service will be provided between 9.15am and 5pm Monday to Friday. An answering service will operate outside these hours
- All calls will be answered within 5 rings
- When the answering service is in operation, we will respond to all messages within one working day
- All readily available information will be sent within one working day. If there is likely to be a delay we will advise on approximate timescales
- If the best course of action is to signpost enquiries to another source of help, we will provide full contact details

### **Written correspondence**

- All letters and emails will be acknowledged within two working days of receipt (exceptions to this are mailshots/promotions)
- We will write in plain English

- We will ensure that contact names and details are clearly displayed on any outgoing correspondence
- If we cannot respond to correspondence within two working days, we will advise on timescales for when to expect a full response
- All emails will be answered with an autoreply if the member of staff is on leave, giving details of when they will return to the office and who to contact in their absence

## **Meetings**

- The purpose, location, time and expected duration of meetings will be communicated prior to the meeting. Where appropriate, a map and directions will be offered along with a list of other attendees
- You will be met by your contact or their representative at the stated time of the meeting
- All meetings will start within 5 minutes of the agreed start time, unless otherwise agreed by the attendees and will run to time
- We will avoid cancelling meetings wherever possible. We will give you a minimum of 24 hours notice of cancellations, unless there are exceptional circumstances
- If we have to cancel a meeting or visit, we will offer you an alternative means of conducting the business or an alternative date

## **Bills and Finance**

- We recognise the importance of cashflow to businesses and will pay all correctly documented invoices within 28 days of receipt

## **Complaints**

- We take all complaints seriously
- All complaints will be logged, whether they are received verbally or in writing
- All written complaints will be acknowledged within two working days and responded to in full within 2 weeks of initial receipt