

# MANAGING

# CUSTOMER SERVICE

Our commitment to  
building a good working  
relationship with you



Service standards:  
the service you can  
expect from us



**Bournville**  
*Village Trust*

Creating Flourishing Communities since 1900

# OUR COMMITMENT TO MANAGING CUSTOMER SERVICE:

This leaflet explains our commitment to managing good customer service and the service we promise to deliver to meet this commitment.

We want to make sure that your experience as a resident is a positive one and to do this, we aim to build a good working relationship with you.

We will work to understand what your needs are and strive to make sure our services are accessible and meet your requirements.

Plus, we will listen to your feedback, act on what you say, and be friendly and helpful.



# TO MEET OUR

# COMMITMENT WE WILL:

- Acknowledge your email, letter or phone message within two working days of receiving it
- Keep you informed of progress at agreed intervals if we're not able to provide a full response when you first contact us
- Use 'plain English' when we correspond with you and avoid jargon wherever possible
- Provide a tailored service for vulnerable residents and those with specific needs
- Make sure our response clearly answers your questions or concerns
- Answer your call within five rings and give you our name when we first speak with you
- Make sure if we have to transfer your call that we provide you with the name, and department, of the person you're being transferred to and give staff any background information you've provided to us
- Wear name badges at all times and provide photo ID when we visit you
- Arrive punctually for appointments that we make and tell you if we're unable to keep the appointment
- Learn from our mistakes and demonstrate where changes have been made to services as a result of your feedback
- Give you the chance to feedback on the service you've received from us
- Keep our website as up-to-date as possible with information about our services.

# HOW YOU CAN HELP US TO

## MEET OUR COMMITMENT:

- Provide us with information about any specific needs you and your household have when we communicate with you
- Let us know if your circumstances change by updating your details via our website
- Keep appointment times and tell us of any change in your circumstances as early as possible
- Tell us if you're unhappy with the service you've received so that we can put it right.



### How to contact us:

✉ [enquiries@bvt.org.uk](mailto:enquiries@bvt.org.uk)

☎ 0300 333 6540 (Birmingham) ☎ 01952 293 777 (Shropshire)

🌐 [bvt.org.uk](http://bvt.org.uk)  [/Bournville.Village.Trust](https://www.facebook.com/Bournville.Village.Trust)  [@ABVTnews](https://twitter.com/ABVTnews)

### Visit our offices:

📍 350 Bournville Lane,  
Birmingham B30 1QY

📍 Cherry Tree House,  
Lightmoor Village,  
Telford TF4 3TX



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## TRANSLATIONS

### ENGLISH

If you would like this document translated into a different language, please contact our Customer Services team on 0300 333 6540.

### FRENCH

Si vous souhaitez que ce document soit traduit dans une autre langue, veuillez contacter l'équipe du service clientèle au 0300 333 6540.

### SERBIAN

Ako želite da ovaj dokument bude preveden na drugi jezik, molimo pozovite Tim za korisničku podršku na 0300 333 6540.

### SOMALI

Haddii aad jeclaan laheyd dokumeentigan oo ku tarjuman luuqad kale fadlan kala xiriir Kooxda Adeegyadda Macaamiisha halkan 0300 333 6540.

### SWAHILI

Iwapo utapenda waraka huu utafsiriwe katika lugha tofauti, tafadhali pigia simu Kundi la Huduma za Wateja namba 0300 333 6540.

### HINDI

यदि आप इस दस्तावेज़ का अनुवाद किसी अन्य भाषा में चाहते हैं तो कृपया ग्राहक सेवा टीम (Customer Services Team) से 0300 333 6540 पर संपर्क करें।

### URDU

اگر آپ اس دستاویز کا ترجمہ کسی اور زبان میں چاہتے ہیں تو برائے مہربانی 0300 333 6540 پر کسٹمر سروس کی ٹیم (Customer Services Team) سے رابطہ کیجیے۔

### PUNJABI

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਕਿਸੇ ਵੱਖਰੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰਵਾਉਣਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਗਾਹਕ ਸੇਵਾ ਟੀਮ (Customer Services Team) ਨਾਲ 0300 333 6540 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

### ARABIC

إذا كنت ترغب في ترجمة هذا المستند إلى لغة مختلفة يرجى الاتصال بفريق خدمة العملاء على هاتف رقم 0300 333 6540.