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**Scottish Squash Limited**

**Customer Service Levels**

# 1 Introduction

Excellent customer service is one of our key values and all our staff are committed to delivering the best possible standard of service to our customers.

**2 What you as a customer can expect from us**

* We aim to get it right first time, every time, so that you don't have to keep contacting us about the same issue.
* We will provide accurate and clear information in response to your enquiries.
* We will be open and honest about what we can or cannot deliver. o We will be attentive, friendly, polite, considerate and professional at all times.
* We will use plain English, avoid jargon and technical terms, o If you need special help we will try to make arrangements that meet your needs.

# 3 Enquiries via emails

We will where possible, reply to e-mails within 1 working day.

If we are unable to reply within 1 working day we will let you know when you can expect a full response.

If the member of staff you need is out of the office you will receive an e-mail response advising you when they will be available and who to contact in the meantime if your enquiry is urgent.

# 4 Telephone enquiries

The Scottish Squash Limited (SSL) office can be contacted on **0131 451 8525** and is openbetween the hours of 9.00am to 4:30pm Mondays to Fridays, excluding bank holidays.

We aim to answer your call promptly, but at busy times we will advise you if you are in a queue and we will endeavour to keep your waiting times as short as possible.

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# 5 Enquiries made by letter

We will respond to enquiries made by letter within 5 working days. In most cases this will be a full response but if the issue will take longer to investigate or resolve we will let you know when you can expect a full response.

# 6 Enquiries made in person

o We will aim to see personal callers to Caledonia House within 10 minutes, and to deal with most transactions at the first point of contact. o If we cannot help with your enquiry we will do our best to give you the details of an organisation or person who can.

# Customer Feedback

We will publicise our Complaints & Feedback Policy so that customers can give us useful [feedback a](http://www.daventrydc.gov.uk/council-and-democracy/customer-services/)bout our services.

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