



Customer Service Standards

Our Promise to You

Dungannon West Renewal Ltd has an ambitious vision of making Ballysaggart Business Complex 'a great place to work and visit'.

As part of this process, our purpose is to provide an excellent service to our customers. This customer service charter sets out the standards of service we aim to provide. Our charter applies to everyone who has contact with Dungannon West Renewal Ltd. We promise that when you contact us about any of the services we provide, we will respond in a fast, efficient and helpful manner. If you feel that we are falling short of these high standards, please let us know.

Customer service charter

We will provide the highest quality of customer care however you wish to contact us.

We will respect and treat all our customers fairly and equally.

We will provide access to our services 24/7 via our website, www.dungannonwest.co.uk. This provides the facilities to make an enquiry, check information and bookings, have your say and find information and map details.

All employees will behave professionally and politely. Identify themselves and carry appropriate documentation for this purpose if they visit you.

Office opening hours and contact details will be clearly displayed in all buildings, on our website and within appropriate literature.

"Think, Grow Be!"

Our Service Standards

If you telephone us we will:

- Strive to answer calls within 30 seconds
- Ring you back if you ask us to
- Return your call with an answer to your question the same day, unless we need to find out more for you. If that happens we will ring you back as soon as we can to tell you what you want to know
- Give you the name and telephone number of the person dealing with your enquiry together with email address if you want to use this.
- Only use answer-phones occasionally (for short periods such as staff meetings or short training sessions)

If you write to us we will:

- Reply with a meaningful response within 10 working days
- Let you know when a full response will be provided if we need to gather more information and cannot respond in that timescale
- Reply to you in plain English.

If you email us we will:

- Reply with a meaningful response within five working days. Let you know when a full response will be provided if we need to gather more information and cannot respond in that timescale.

If you visit us we will:

- Provide a safe and comfortable environment for you
- Greet you in a polite and helpful manner
- See you as soon as possible. If you have to wait we will make sure you know why that is
- Try to give you all the advice and information that you need
- Arrange a private interview room if required.

If we visit you we will:

- Arrange an appointment in advance, if that is appropriate
- Provide you with our identification before entering your property
- Let you know of any information we may need before we visit
- Give you as much notice as possible if an appointment has to be altered or cancelled
- Give you any help you need.

You can help us by:

- giving us all the information we need to help you
- letting us know if you have any special needs
- telling us how we can improve our services
- asking us to explain anything you are not sure of.

Satisfaction

If you are not satisfied or have any comments about the service you receive your complaint will be treated seriously and responded to quickly.

Complaints will be monitored and steps taken to prevent a recurrence. We are also happy to hear positive or constructive comments and will use the information to continually improve our service.

Contacting Customer Services:

Email: info@dungannonwest.com

Telephone: 028 8772 9477

Office opening hours 9.30am-17.00pm

Visit us: Ballysaggart Business Complex
Beechvalley Way
Dungannon
BT70 1BS

