

***If you are
unhappy with
the services
we provide,
we would like
to hear from
you...***

Please contact us (details on back page).



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79 Barlby Road London W10 6AZ
Tel 0208-964-2323
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www.westwayha.org.uk



**Customer
Service
Standards**



Customer service standards

The standards below apply to all aspects of our services at Westway HA and also includes the services of all the contracts we employ.

- We will treat people fairly and with courtesy and respect.
- We will provide clear and accessible information on all our services
- We will make our services accessible to all of the community.

- We will communicate swiftly and effectively in the most appropriate way.
- We will regularly consult with our customers to ensure that we are providing the services that we meet their needs.
- We will treat all personal information in confidential manner.
- We will keep agreed appointments with our customers.
- We will respond to all communications within our published timescale.



- We will publish our performance on how long we take to respond to correspondence.
- We will answer the telephones within six rings.
- We aim to reply to all letters within 10 working days.
- We will deal with all complaints promptly.
- We will ensure that our staff are sufficiently resourced and trained to provide high quality services.
- We will ensure that all our staff can identify themselves as employees of Westway HA

