

Avon Pension Fund

Customer Service Charter 2019

Annex 5

The Avon Pension Fund aims to give a consistent level of service to customers, in an efficient, effective and courteous way, no matter how customers contact us.

Our **Customer Standards** apply to all our services and mean that customers can get the responses they need, consistently across the entire Fund. When dealing with enquiries, we will:

- Be helpful, polite and accessible, identifying and addressing any specific needs with sensitivity, tact and diplomacy
- Aim to deal with things as quickly as possible and follow through to deliver what we promise, dealing with any problems that arise
- Ensure that the information we give is timely, accurate and comprehensive
- Ensure we treat our customers fairly
- Use appropriate technology to manage and fulfil our customer requests, recording contact details accurately and securely, and treating communications confidentially
- Where appropriate, provide enquiry references so that details can quickly be recalled, if needed
- Regularly ask for feedback about our customer service – and use this feedback to help shape the services we deliver
- Ensure our services are easy to access, no matter which way we are in contact, as detailed in the table below.

In return we need you, our customer, to:

- tell us clearly and succinctly the nature of your enquiry
- give us the correct information at the right time
- let us know if you no longer require a service, or wish to cancel an appointment we have previously made for you
- inform us of any change to circumstances such as address, status and contact details
- tell us if we exceed your expectations or don't deliver a service to your satisfaction
- treat our staff courteously and politely

| When we are in contact | Our Customer Standard |
|---|--|
| <p>In Person</p> <p>Whenever we meet, whether you visit us at any of our offices and facilities or if we arrange to come to you.</p> | <p>We will:</p> <ul style="list-style-type: none"> • Offer a welcoming efficient service • Ensure our identity badges are visible at all times • Display opening times and be open when we say (our office opening hours are Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm) • Provide a safe, tidy and clean environment for you to visit and use • See you as soon as possible at our drop-in clinics, which are on a first-come-first-served basis • Aim to minimise the amount of time you wait to see someone, and; • Keep you informed of current waiting times |
| <p>By Phone</p> <p>When we need to use the phone.</p> | <p>We will:</p> <ul style="list-style-type: none"> • Publish our contact phone numbers to allow easy access to our most frequently requested services and aim to answer 80% of calls within 45 seconds (15 rings) during service opening hours. • Route enquiries and requests to the most appropriate trained and knowledgeable person/team to deal with your enquiry • Always answer the phone giving our name and department • We will take a message and ensure the right person calls you back if we cannot respond immediately |
| <p>In Writing (email or letter)</p> <p>Whether you write to us by email, letter or via our online webpage forms.</p> | <p>We aim to:</p> <ul style="list-style-type: none"> • Respond to all written enquiries within 10 working days. This means either: <ul style="list-style-type: none"> ○ A full response to your enquiry, or; ○ If we need to take longer to give a fuller response, we'll tell you why and what the next steps are, or; ○ Some email or web-based requests may be automatically acknowledged immediately and provide information about next steps • Write clearly and concisely, so that information is easy to read and understand • Include a named contact person and phone numbers in our correspondence when appropriate • Use email wherever possible but use another method if it's your preference or a statutory requirement |
| <p>By web and web-self service</p> <p>We provide many self-serve online services, available to use 24/7.</p> | <p>We will:</p> <ul style="list-style-type: none"> • Make more of our services available online, to use at a time that suits you • Ensure our online services can easily be found on our website, are clear and easy to use • Operate secure online services, where your personal data is safe • Explain clearly how to contact us in other ways if you need support |

However you contact us

For some specific types of customer request we work to defined business processes or statutory timescales.

Comments, compliments and complaints

We welcome feedback about any aspect of the service we provide. You can make a comment, compliment or a complaint by contacting:

Geoff Cleak
Pensions Manager
Avon Pension Fund
Bath and North East Somerset Council
Lewis House
Manvers Street
Bath
BA1 1JG

Email: avonpensionfund@bathnes.gov.uk

What if your complaint has not been resolved or you're not satisfied with the outcome?

If you are not satisfied with any decision affecting you, you have the right to ask for it to be looked at again under the formal complaint procedure, known as the **Internal dispute Resolution Procedure (IDRP)**. More information can be found on our website at:

<http://www.avonpensionfund.org.uk/customerservice/complaintsprocedure.htm>

Freedom of Information (Foi) requests

- We are required to respond within 20 working days

Data Protection

- We are required to respond to subject access requests about personal data within one month