



**Letchworth  
Garden City**  
Heritage Foundation

# Customer Service Standards

October 2022

This document sets out the Service Standards of Letchworth Garden City Heritage Foundation which have been developed to demonstrate our commitment to customer service. It explains the standards you can expect from us.

We aim to provide excellent customer service across all our activities, whether you contact us by e-mail, website, social media, telephone, letter or in person.

We take pride in treating people well, being accessible and providing a helpful resolution to any enquiry.

This document has been produced so that you know what levels of service you can expect from us and how we expect to be treated. These overarching Service Standards apply across the whole organisation. We have also provided details about how to provide feedback as your views matter greatly to us.



# Introduction

# Customer Service Standards

We are committed to providing all our customers with an excellent service

## We will:

- Be courteous and helpful
- Treat you with respect
- See you promptly upon arrival at any of our locations
- Deal with your enquiry or service request quickly, efficiently and accurately
- Keep you informed
- Listen carefully in order to understand and respond to your needs
- Act with integrity and honesty, and treat you fairly and equally
- Do everything we can to resolve your query to your satisfaction
- Finish our interactions in a courteous and polite manner
- Keep our website at [www.letchworth.com](http://www.letchworth.com) up to date and accessible
- Protect the information you give us

## You can normally expect:

- To be seen within 10 minutes of your arrival at any of our locations
- To have your telephone call answered within 5 rings during our published opening hours
- To receive a response within 2 working days to any answer phone or voicemail message you have left
- To receive a reply to letters and emails within 5 working days of receipt
- For more complex and legal written enquiries, to receive a reply within 5 working days of receipt with an explanation of how long it will take us to prepare a full response and agree this as the deadline for getting back to you
- To have any complaint dealt with promptly and in accordance with our complaints procedures which can be found at [www.letchworth.com](http://www.letchworth.com)

# Customer Service Standards

In Return We please ask you to:

- Treat our staff with respect, recognising that at times we can be extremely busy
- Act with integrity and honesty and provide us with accurate information and plans
- Tell us when your circumstances change
- Tell us what you think of our services

## Customer Feedback

We are always looking for better ways to meet your needs and we welcome feedback to help us improve our services. We want to know did we treat you well and did we help resolve your problem Please submit your comments via the Contact section on the Foundation's website at [www.letchworth.com](http://www.letchworth.com) or by calling us on 01462 530350. You may also email [response@letchworth.com](mailto:response@letchworth.com)



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