

Customer Service Guidance for LEDCOM Staff

The following outlines the ways in which staff are expected to manage their dealings with customers, to ensure that customer service standards are maintained.

Calling in Person

When a customer calls in person to see you:

- If you have a scheduled appointment, you should aim to meet your client with 5 minutes.
- If a customer calls in in person, you should assist the customer as best to can to solve their query.
- If the customer would like to make an appointment, you should schedule this for them.

Telephone

When a customer phones you on your mobile or landline:

- Telephone calls should be answered in line with the telephone protocol policy – staff should sound friendly and helpful.
- Telephone calls should be answered before the fourth ring.
- With the installation of the auto attendant telephone system all voicemail messages should be picked up and responded to within one working day if the staff member is present, but no later than 3 working days if on leave/absent.
- If you plan to be off work for more than 2 working days, you should re-record your voicemail message to let customers know when you will be back in the office and provide details of an alternative member of staff that customers can contact in your absence.

Letters or E-mail

When a customer writes to you or emails you:

- Emails should be responded to within 1 working day.
- If you plan to be off work for more than 2 working days you should put your out of office message option and specify on this email when you will return to the office to keep customers fully informed. Please also put an alternative contact within the organisation on this message.
- Letters from customers should be responded to no later than 1 working day.

Text Messages

When a customer texts you:

- Text messages should be responded to within 1 working day after the message has been received.

Facebook, LinkedIn, Instagram or Twitter

When a customer messages you on any social media platform:

- Messages received to the relevant LEDCOM or personal profile/page should be responded to no later than 1 working day after the message has been received.