

If we do not keep to these guarantees or you are dissatisfied with the way in which you have been treated, please contact us by phone, in person or by completing a Compliments, Comments and Complaints form in our 'Your Views' leaflet. We will respond to your complaint within 10 working days.

If you would like this document in another language or format or if you require the services of an interpreter, please contact us.

BENGALI:

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরম্যাটে পেতে চান অথবা যদি আপনি একজন ইন্টারপ্রেটার এর সেবা পেতে চান, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

GUJARATI:

જો તમને આ દસ્તાવેજ બીજી કોઈ ભાષા કે સ્વરૂપમાં જોઈતો હોય અથવા જો તમને દુભાષિયાની સેવાઓની જરૂર હોય તો કૃપા કરીને અમારો સંપર્ક કરો

HINDI:

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या रूप में चाहिये, या अगर आपको अनुवादक की सेवाओं की आवश्यकता हो तो कृपया हमसे संपर्क करें।

MNDARIN:

如果您需要将本文件翻译为另一种语言或以另一种格式提供，或如果您需要提供翻译员，请联系我们

POLISH:

Prosimy skontaktować się z nami, jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, lub jeśli chcieliby Państwo skorzystać z usług tłumacza ustnego.

PUNJABI:

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਬੋਲੀ ਜਾਂ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਵਾਲੇ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ

TURKISH:

Bu belgeyi başka bir lisan veya formatta isterseniz, ya da tercüman hizmetine ihtiyaç duyuyorsanız, lütfen bizimle irtibat kurun.

# Customer Service Guarantee

গ্রাহক সেবা গ্যারান্টি

ગ્રાહક સેવાની ખાતરી

कस्टमर सर्विस गारंटी

客户服务保证

Gwarantowane standardy w zakresie obsługi Klienta

ਗਾਹਕਾਂ ਨੂੰ ਸੇਵਾ ਦੇਣ ਦੀ ਗਾਰੰਟੀ

Müşteri Hizmeti Garantisi



**mhs**  
homes



**business for neighbourhoods**

For further information please contact us on  
**0845 113 3000** email: [post@mhs.org.uk](mailto:post@mhs.org.uk)  
[www.mhs.org.uk](http://www.mhs.org.uk)

Registered Name: mhs homes limited  
Registered Office: Broadside, Leviathan Way, Chatham, Kent, ME4 4LL  
Place of Registration: England  
Registered Under: Industrial & Provident Societies Act 1965 (No.26688R)



THIS LEAFLET HAS BEEN  
**READ AND APPROVED**  
BY A CUSTOMER PANEL



**mhs**  
homes

# Customer Service Guarantee

## Our commitment to our customers

Our commitment is to be Medway's leading affordable housing provider transforming the lives of people living in our homes and the communities we serve.

Our customer service guarantee is based on the things that you have told us are important and we want to tell you how we are going to deliver it.

- We are committed to providing services which meet your needs
- We are committed to supporting the communities we work in
- We are committed to listening to you

**mhs homes** is determined to provide you with the highest standards of customer service.

## Staff will:

- Be courteous and helpful
- Listen to you and make every effort to help
- Not discriminate nor permit discrimination against anyone
- Encourage you to comment on our services
- Identify themselves by wearing name badges
- Provide information in clear and simple terms
- Investigate any complaint made about our services

## When you telephone mhs homes:

- Staff will answer your call within six rings and resolve your enquiry on your first call
- If your call needs to be transferred to another member of staff, the customer service advisor will tell you who you are being connected to before you are transferred

## When you visit mhs homes:

- We will greet you within five minutes of your arrival
- Ensure you wait no longer than ten minutes to see someone who can assist you if you do not have an appointment
- Provide an interview room for you to discuss your confidential issues

## When you send a letter or email:

- You will receive a full response to your enquiry within 10 working days. In the case of a more complex enquiry, we will advise immediately if a longer response time is needed
- We will resolve customer complaints fairly, consistently and promptly
- We will publish quarterly the most common types of complaints and how we resolved them

**To ensure that our commitments stay relevant, they will be reviewed by a customer panel every year.**