



Customer Service and Feedback Service Standards

View our Service Standards for Customer Service and Feedback and how we will ensure these standards are met.

The Customer Access Service will

-  Answer 95% of telephone calls to our Customer Experience Hub at **0161 217 6016**.
-  Reply to webchats within five minutes.
-  Reply to complaints in writing within ten working days.
-  Acknowledge your enquiry within five minutes of your arrival at reception at Cornerstone.

We will ensure these standards are met through

-  Monitoring response times for telephone calls and webchats.
-  Recording and monitoring timescales for responding to complaints.
-  Monitoring your satisfaction with response times at Cornerstone reception through a satisfaction survey.
-  Offering a satisfaction survey at the end of each telephone call to the Customer Experience Hub.
-  Tracking the information we collect in the Tenant Satisfaction Measure (TSM) scores for the question: 'Your landlord treats you fairly and with respect'.

These service standards were reviewed using customer feedback during the Customer Charter Consultation in 2023.

If you have feedback to share with us about the Customer Service and Feedback service you can contact us at:

-  0161 217 6016
-  neighbourhoods@stockporthomes.org
-  Complaints: feedback@stockporthomes.org

