

“we will listen  
to and act on  
what matters  
to customers”



**access for all**  If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506 200** or ask at one of our offices

**Arabic**

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم  
01270 506200

**Chinese**

如欲索取閣下語言的資料，請致電  
01270 506200 向我們查詢

**Gujarati**

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200  
નંબર પર ફોન કરીને અમને પૂછો.

**Italian**

Per informazioni nella vostra lingua siete pregati  
di contattare il seguente no.01270 506200

**Kurdish**

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان پێ بکه به  
01270 506200

**Polish**

Po informacje w języku polskim prosimy  
dzwonić pod numer 01270 506200

**Portuguese**

Para informação na sua linguagem, por favor  
fale com nos, 01270 506200

**Turkish**

Kendi dilinizde bilgi almak için lütfen bize sorunuz,  
01270 506200

**Urdu**

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔



[www.wulvern.org.uk](http://www.wulvern.org.uk)

approved by **crystal clear readers**

**01270 506200**

Wulvern Housing Limited is an Industrial and Provident Society operating under charitable rules

**wulvern**

**our  
service  
promise**



XXXXXX

## Our service promise to you

At Wulvern we aim to provide you with an excellent service, to do this we promise to place our customers at the heart of everything we do.

### We will:

- Ensure we have employees who are competent to provide the best possible service
- Listen to and act on what matters to you
- Provide a range of opportunities for you to be involved
- Tell you how we are performing
- Communicate with you in a way that you want us to, making sure that what we say is easy to understand
- Trust our staff to make decisions which produce the best result for you
- Aim to get things right first time
- Apologise and learn when things go wrong
- Treat you with respect and courtesy
- Share our service promise with our partners
- Improve your satisfaction rates with our services
- Be fair and recognise the needs of individuals and communities
- Treat all customers positively regardless of age, sexual orientation, race, disability, religion or gender

### When you phone us we will:

- Answer promptly
- Give our name when we answer
- Aim to resolve your query first time
- Tell you what will happen next if we need more time
- Reply to any telephone messages by the next working day

### When you write to, or e-mail us, we will:

- Respond to you within a week
- Tell you what happens next if we need more time

### When you visit us we will:

- Provide an accessible and comfortable reception area with private interview rooms
- Provide translation services if needed
- Take into account any impairments you may have and provide solutions such as a hearing loop system for customers who have difficulty hearing

### When you need an appointment we will:

- Offer morning or afternoon appointments for repairs
- Set a specific time if you need it

### When we visit you we will

- Arrive on time
- Show identification
- Respect you and your home

### If you are unhappy with our service we will

- Welcome your suggestions to help us improve
- Learn from our mistakes
- Accept comments and complaints in any way that suits you
- Acknowledge we've received your comments and complaints within 3 days, investigate and respond to you within 10 working days

### Monitoring and reporting:

- We will measure our performance against this policy
- We will provide you with details on how well we perform against our promises
- We will review our Service Promise with you at least annually

### Contact details:

#### Wulvern House

Electra Way  
Crewe  
CW1 6GW  
Call 01270 506200

#### Wulvern Choices Crewe

Edleston Road  
Crewe  
Call 01270 506200

#### Wulvern Choices Nantwich

Beam Street  
Nantwich  
Call 01270 506200

#### Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

#### Opening hours for Wulvern Choices Crewe

Monday 9am – 5pm  
Tuesday 9am – 5pm  
Wednesday 9am – 5pm  
Thursday 10am – 5pm  
Friday 9am – 5pm

#### Opening hours for Wulvern Choices Nantwich

Monday and Thursday  
9.30am – 12.30pm  
1.30pm – 5pm