

Translation service

যদি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনক্লুশন সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
 - ই-মেইল করুন translate@peabody.org.uk
- আপনার নাম ও ঠিকানা আমাদেরকে বনুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ya da
 - İnternet üzerinden e-posta gönderin: translate@peabody.org.uk
- Adınızı-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسة باللغة العربية، فيمكنك أن:
• تكتب رسالة إلى:

Policy and Inclusion Service, 45 Westminster Bridge Road
أو: London SE1 7JB

- تبعث برسالة عبر البريد الإلكتروني على العنوان: translate@peabody.org.uk
وإبلاغنا عن اسمك وعنوانك وكتابة العبارة 'ARA Ara' باللغة الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Ecrire à Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à translate@peabody.org.uk en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Inclusion Service) na morada 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para translate@peabody.org.uk apresentando o seu nome e a sua morada, e citando 'ARA Por'.

**This publication is also available in
Large print, braille or audio tape**

Peabody
45 Westminster Bridge Road
London SE1 7JB

Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)
Email: peabody.direct@peabody.org.uk
www.peabody.org.uk

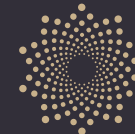


Customer Service Charter

Information for residents

Policy
Booklet

01



PEABODY

Our customer service charter sets out our promises to you. We developed it after consulting our residents.

Providing excellent services that are fair and free from discrimination is vital to achieving our mission. We will monitor these standards every six months and report on and review our performance against them each year.

We will:

- 1** Be polite and treat you with respect and courtesy;
- 2** Give you our name and service area when we speak to you or see you;
- 3** Wear name badges with our names clearly visible;
- 4** Take responsibility for matters that you raise with us and try to solve them the first time you contact us;
- 5** Acknowledge your complaint and get back to you within three working days of you reporting the complaint to tell you how we are dealing with it;
- 6** Answer the phone within 20 seconds;
- 7** Respond to all phone messages by the next working day;
- 8** Reply to all of your letters, emails and faxes as soon as possible but within ten working days;

- 9** Arrange to meet you at a time and place which is convenient for you (we will see you promptly at a Peabody office, or within 10 minutes of your appointment time if we are meeting you at another agreed venue);
- 10** Provide private meeting rooms at our offices, and make sure these rooms are easy for everyone to gain access to;
- 11** Provide communication support for customers with language, sight or hearing difficulties; and
- 12** Give you up-to-date, easy-to-understand information about a range of services.

We have designed the standards to give you the highest quality of customer service that we can. We also expect you to play your part in helping us to achieve these standards.

We expect you to:

- Be polite and treat our staff with respect and courtesy; and
- Let us know if you are not able to keep an appointment.

Contact us for more information:

Call Peabody Direct on **020 7021 4444**
or **0800 022 4040** (free from landlines).

Email: peabody.direct@peabody.org.uk

www.peabody.org.uk