

Customer Charter

Our customers are the most important part of our business. The organisation is committed to providing a responsive, effective, and cost-efficient customer service to all our customers. This Charter sets out the standards of customer care that we are committed to, and which every customer can expect.

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We will be courteous and fair to customers and do our best to help.  
In return, we expect customers to be courteous towards us.

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We will not discriminate against anyone regardless of age, disability, gender, race, sexual orientation, marital status, nationality, or religion.

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We will invite you to take part in regular reviews of our services, and your views will be key in any decisions taken to change or maintain current arrangements.

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Customer feedback on the service we provide will be regularly requested and always be welcome.

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We will train, develop, and equip our staff with the skills to undertake our commitment to you.

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If you require to visit our offices we will make an appointment for you and will be welcoming and accessible.

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We will ensure that we provide our services to tenants in their own home.

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We always treat all customers fairly and respect confidentiality, giving clear reasons for any decision we make.

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We will publish and display information about our service standards and achievements.

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We offer a clear and accessible complaints procedure, and we will use this feedback to improve our service.



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