

## Customer Service Standards

Lifeskills Solutions consider it crucial to have a standardised, consistent and systematic approach to handling enquiries and to analysing our performance against these processes and standards of delivery. Enquiries are dealt with promptly and efficiently through commitment to the following customer service standards:-

### **Phone calls**

- Maximum 6 rings before answering calls
- Maximum response time to initial phone enquiries is 48 hours i.e.2 working days (or within 2 working days of the required member of staff's return to work)
- Mobile phone messages returned within 1 working day (or within 1 working day of return to work)

### **E-mails**

- Acknowledgement within a maximum of 2 working days (unless later deadline is specified by the customer)
- 'Out-of-Office' email responses (weekend or after business hours) are followed-up within 2 working days of return to work

### **Written correspondence**

- Response to enquiry made within 2 working days.

Lifeskills Solutions aim to ensure that all enquiries are dealt with in a friendly, helpful, timely and professional manner