

# Customer Charter

We will ensure that all our members, deferred members and pensioners are provided, on request, with basic information about the Scheme.



# Avon Pension Fund

## Customer Service Charter 2019

The Avon Pension Fund aims to give a consistent level of service to customers, in an efficient, effective and courteous way, no matter how customers contact us.

Our **Customer Standards** apply to all our services and mean that customers can get the responses they need, consistently across the entire Fund. When dealing with enquiries, we will:

- Be helpful, polite and accessible, identifying and addressing any specific needs with sensitivity, tact and diplomacy
- Aim to deal with things as quickly as possible and follow through to deliver what we promise, dealing with any problems that arise
- Ensure that the information we give is timely, accurate and comprehensive
- Ensure we treat our customers fairly
- Use appropriate technology to manage and fulfil our customer requests , recording contact details accurately and securely, and treating communications confidentially
- Where appropriate, provide enquiry references so that details can quickly be recalled, if needed
- Regularly ask for feedback about our customer service – and use this feedback to help shape the services we deliver
- Ensure our services are easy to access, no matter which way we are in contact, as detailed in the table below.

### In return we need you, our customer, to:

- tell us clearly and succinctly the nature of your enquiry
- give us the correct information at the right time
- let us know if you no longer require a service, or wish to cancel an appointment we have previously made for you
- inform us of any change to circumstances such as address, status and contact details
- tell us if we exceed your expectations or don't deliver a service to your satisfaction
- treat our staff courteously and politely

<b>When we are in contact</b>	<b>Our Customer Standard</b>
<b>In Person</b>  Whenever we meet, whether you visit us at any of our offices and facilities or if we arrange to come to you.	<b>We will:</b> <ul style="list-style-type: none"> <li>• Offer a welcoming efficient service</li> <li>• Ensure our identity badges are visible at all times</li> <li>• Display opening times and be open when we say (our office opening hours are Monday to Friday 9.00am to 4.00pm)</li> <li>• Provide a safe, tidy and clean environment for you to visit and use</li> <li>• See you as soon as possible at our drop-in clinics, which are on a first-come-first-served basis</li> <li>• Aim to minimise the amount of time you wait to see someone, and;</li> <li>• Keep you informed of current waiting times</li> </ul>
<b>By Phone</b>  When we need to use the phone.	<b>We will:</b> <ul style="list-style-type: none"> <li>• Publish our contact phone numbers to allow easy access to our most frequently requested services and aim to answer 80% of calls within 45 seconds (15 rings) during service opening hours.</li> <li>• Route enquiries and requests to the most appropriate trained and knowledgeable person/team to deal with your enquiry</li> <li>• Always answer the phone giving our name and department</li> <li>• We will take a message and ensure the right person calls you back if we cannot respond immediately</li> </ul>
<b>In Writing (email or letter)</b>  Whether you write to us by email, letter or via our online webpage forms.	<b>We aim to:</b> <ul style="list-style-type: none"> <li>• Respond to all written enquiries within 10 working days. This means either: <ul style="list-style-type: none"> <li>○ A full response to your enquiry, or;</li> <li>○ If we need to take longer to give a fuller response, we'll tell you why and what the next steps are, or;</li> <li>○ Some email or web-based requests may be automatically acknowledged immediately and provide information about next steps</li> </ul> </li> <li>• Write clearly and concisely, so that information is easy to read and understand</li> <li>• Include a named contact person and phone numbers in our correspondence when appropriate</li> <li>• Use email wherever possible but use another method if it's your preference or a statutory requirement</li> </ul>
<b>By web and web-self service</b>  We provide many self-serve online services, available to use 24/7.	<b>We will:</b> <ul style="list-style-type: none"> <li>• Make more of our services available online, to use at a time that suits you</li> <li>• Ensure our online services can easily be found on our website, are clear and easy to use</li> <li>• Operate secure online services, where your personal data is safe</li> <li>• Explain clearly how to contact us in other ways if you need support</li> </ul>

<p><b>However you contact us</b></p> <p>For some specific types of customer request we work to defined business processes or statutory timescales.</p>	<p><b>Comments, compliments and complaints</b></p> <p>We welcome feedback about any aspect of the service we provide. You can make a comment, compliment or a complaint by contacting:</p> <p style="padding-left: 40px;">           Claire Newbery            Pensions Operations Manager  <b>Avon Pension Fund</b>  <b>Bath and North East Somerset Council</b>  <b>Lewis House</b>  <b>Manvers Street</b>  <b>Bath</b>  <b>BA1 1JG</b> </p> <p>Email: <a href="mailto:avonpensionfund@bathnes.gov.uk">avonpensionfund@bathnes.gov.uk</a></p> <p><b>What if your complaint has not been resolved or you're not satisfied with the outcome?</b></p> <p>If you are not satisfied with any decision affecting you, you have the right to ask for it to be looked at again under the formal complaint procedure, known as the <b>Internal dispute Resolution Procedure (IDRP)</b>. More information can be found on our website at:  <a href="http://www.avonpensionfund.org.uk/customerservice/complaintsprocedure.htm">http://www.avonpensionfund.org.uk/customerservice/complaintsprocedure.htm</a></p> <p><b>Freedom of Information (Fol) requests</b></p> <ul style="list-style-type: none"> <li>• We are required to respond within 20 working days</li> </ul> <p><b>Data Protection</b></p> <ul style="list-style-type: none"> <li>• We are required to respond to subject access requests about personal data within one month</li> </ul>
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