



CUSTOMER CONTACT



When you get in touch, we want you to know exactly what to expect from us, from how we respond to how we deliver our services.

No matter how you contact us or how often you get in touch, you'll get the same level of care and support every time.

There are a number of ways you can get in touch with us. You can:



0121 748 8100



contactus@pioneergroup.org.uk



pioneergroup.org.uk



11 High Street

Our Service Standards

When you get in touch with us, you can expect us to:

- Be friendly, welcoming and professional
- Let you know your place in the queue and keep you updated if there's a short wait
- Clearly introduce ourselves and the service you've contacted
- Do our best to answer your question first time

If we need extra help to sort your query:

- We'll make sure one of our specialist teams contacts you within **2 working days**
- They'll then work to provide a solution or update within **5 working days**. If it takes longer, they'll keep you informed

We'll also:

- Check you're happy with the service you've received before ending the call
- Ask if there's anything else we can help you with

If you contact us by Social Media:

During our office opening times, if you contact us via our social media channels we will respond to you within one working day.

If you contact us outside of our opening hours

- You can still report emergency repairs by calling 0121 748 8100
- For anything else, including calls, emails or messages on social media, we'll pick this up within 2 working days of us reopening

To make sure we're delivering the service we promise, we will:

- Use our internal systems, including call data and regular checks, to make sure we're meeting our service standards
- Regularly review feedback from tenant satisfaction surveys

Acceptable behaviour

We expect all customers to behave in an acceptable way towards all our staff.

Our staff have a right to take further action if they receive abuse or threats.

Translation Services

We offer translation services on our website, via the phone and at our High Street reception.

We will do what is reasonable to provide copies of the wording of any document in another language or format.