Moors Valley
Country Park and Forest

2012

Customer Care Standards

Staff at Moors Valley Country Park and Forest pride themselves on delivering high quality customer service to all of our visitors. We aim to deliver this promise, provide a good experience from start to finish, employ caring staff who go that extra mile and deal with problems effectively by taking responsibility.

E-mail communication and website enquiries

We aim to acknowledge all e-mail enquiries within 24 hours and provide a full response within 3 days. If this if not possible, customers are to be informed when a full response will be provided.

Face to face communication, Information Point

We aim to assist visitors within 3 minutes, however if this is not possible due to high visitor numbers, customers are to be informed of an approximate waiting time or signposted to another method of help, eg website.

Telephone

We aim to answer the telephone within 4 rings. However if no Ranger staff are available to answer due to face to face communication, an answer phone option will then activate, with ability to access common sought information or to leave a message. We aim to return all answer phone messages within 4 hours (unless the message is left out of office hours).

Letter

We aim to respond to postal communication within 5 working days, however if this is not possible, customers are to be informed when a full response will be provided. Where possible a quicker return communication will be made if a phone number or email has been given, using the above standards.

SMS text messaging

Service not available as at 2012

Complaints proceedure

Where possible complaints are to be dealt with immediately and recorded on the appropriate form, following the set procedure. For more complex complaints, a full reply will be made within 5 days; if for a legitimate reason this is not possible, customers are to be informed when full response will be provided.

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Forestry Commission England