

Customer Care Standards

Staff at Moors Valley 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.

Email communication and website enquiries

We aim to acknowledge all email enquiries within 24 hours and provide a full response within three days. If this is 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 three minutes, however if this is not possible due to high visitor numbers, customers will be acknowledged and served as quick as possible or signposted to another method of help.

Telephone

We aim to answer the telephone as soon as possible. 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 four hours (unless the message is left out of office hours).

Letter

We aim to respond to postal communication within five 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.

Complaints procedure

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 five days; if for a legitimate reason this is not possible, customers are to be informed when full response will be provided.

We promise...

- We will always greet our customers with a smile
- We will always listen and take suggestions or concerns seriously
- If we don't know the answer we will endeavour to find out and get back to our customers
- We will take responsibility for anything we do wrong and put it right
- We will constantly strive to improve the customer service we offer
- We will endeavour to serve our customers as quickly and efficiently as possible
- Our team will always be presentable and wear name badges
- We promise to go that extra mile



