

Customer Service Commitments

Our customer commitments outline the levels of service that you can expect to receive when you contact us.

It is important to us that we are here for you when you need us, that we communicate effectively with you, and you know when you should expect a resolution.

We are committed to providing an excellent customer experience and achieving high levels of customer satisfaction across all our services at Calico Homes.

We will publish our performance and use your feedback to continually improve our performance against these commitments.

No matter how you contact us, we will always:



Listen with empathy, be patient, and helpful whenever you need to speak or write to us.



Aim to resolve your query immediately, and if not, we will let you know what we will do to resolve your query and when this will be done.



Keep you up to date including expected timescales for your enquiry to be resolved.



Understand your needs and contact preferences so we can provide accessible services that suit you best.



We will validate your identity, ensure it is clear which Calico colleague you are engaging with and respect your privacy.



Provide the information you need in alternative forms, e.g., large print, audio format, Braille, and arrange telephone translations with the Language Line service. (Please note - our written translation service can take up to 7 days.)

If you write to us, we commit to:



On initial request via email, letter or our portal, we will always acknowledge within 2 working days.

If call in to visit us, we commit to:



Greet you within 5 minutes, and ensure our venues are accessible, welcoming, informative, and safe.

If we need other Calico colleagues to help, we will make an appointment with the person you need to speak to.

When you call us, we commit to:

Aim to answer your call within 5 minutes.



Reply to any call back requests, left on the Contact Centre voicemail, within 60 minutes.

Reply to any call back requests left with non-Contact Centre staff within 48 hours.

When we need to visit you in your home, we commit to:



We will call you to book an appointment with at least 24 hours' notice unless you are happy to see us sooner.

We will allow you time to answer the door and leave you a calling card if you are not at home.

If we get things wrong, we will:



We will let you know we have received your complaint within 2 working days and resolve any Stage 1 complaint within 10 working days.