

Loreburn's GREAT Communications Promise

We always aim to provide you with an exceptional customer experience. One we can be proud of and one that lets you know we care.

GREAT communication is the key to any relationship...

We know how important it is for you to receive the right information, in the right way, and at the right time.

From the time you move in to your Loreburn home, we'll encourage you to build a GREAT relationship with your Neighbourhood Officer or Later Living Development Manager.

You'll receive a service that's personal and tailored to you. A service you can rely on and get answers when you need them.

So you know what to expect, here we're setting out some key principles to our **Communications Promise.**



You'll be able to contact us with ease, in a way that works best for you.



Telephone



Text



Email



**Digital
Assistant**



Social Media

When we need to share information with you, we'll do that via your preferred communications method.





We'll always treat you with respect and courtesy



We'll aim to deal with your enquiries quickly and effectively on the first contact.

If we need more information and can't immediately answer your query, we'll always give you a timescale so you know when you'll receive a full response.

We aim to respond within the following timescales:



Telephone

We will answer calls as promptly as possible, or arrange for a message to be left. We aim to return all calls the same day and no later than the next working day. If you contact a member of staff directly during a period of absence, an out of office message will provide alternative contact information.



Email

2 working days



Letter

5 working days



Social Media

Same day
(during hours of service)



Digital Assistant

Our Digital Assistant is ready to problem-solve and fact-find at any time of day. If you can't find the direct answer to your question via the Digital Assistant, there is a LiveChat function, which allows you to have instant direct messages with a member of our Customer Support team during business hours.



If there's something we're not able to do, we'll be courteous but clear about saying so.



If something goes wrong, we'll resolve things as quickly as possible, keeping you informed in a way that suits you.



If you need to complain, we'll aim to resolve this straight away wherever we can.

If your complaint needs investigating, we'll acknowledge it within 3 working days and let you know the timescale by which we'll aim to resolve and fully respond.



All of our communications will be...



Clear

We'll use plain language that's jargon-free



Open & Honest

We'll be transparent and clear about what we can do



Professional

We'll provide accurate information delivered by knowledgeable staff



Respectful

We'll be considerate and courteous



Accessible

We'll make information available in alternative formats

You can get in touch, tell us about your experience, or submit a suggestion in any of the following ways...



Web

Complete our **online form**



Telephone

01387 321 300 for general enquiries or **01387 321 400** for repairs



Email

Email our customer service team via **customerservice@loreburn.org.uk**



Social Media

Get in touch via **Facebook**, **Twitter** or **Instagram**

