

SYHA's promises for customer service

We will...

Make sure it is as easy as possible for you to contact us.

Greet you in a friendly way, treat you with courtesy, fairness and respect and wear our name badges.

Listen to your views about our service and act on this to improve how we do what we do.

Give you accurate information and advice in ways you find easy to understand, recognising individual needs.

Answer phone calls promptly, letting you know who you are speaking to and use voicemail when no one is available to take your call. If you leave a message we will return your call by the end of the following working day, unless we have told you otherwise.

Respond to your letters, e-mails or faxes within 2 weeks and keep you informed of progress until matters are resolved.

Arrive on time when we arrange to visit you in your home, show you an identification card and explain the purpose of our visit. We will let you know in good time if we are delayed or unable to make the appointment.

Make sure that we deliver our services in a way that does not discriminate against any individual or group either directly or indirectly.

Respect your confidentiality at all times and acknowledge your right to access the personal information we hold about you.



Building Homes
Creating Communities
Supporting People



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