

East Midlands Development Agency's Customer Care Standards

Introduction

East Midlands Development Agency has a commitment to provide an efficient and friendly service to all its customers. To help us achieve this, we have the following standards of service:

We will always aim to:

- Answer your letters from the quickly and clearly. Each department will answer correspondence (including letters, faxes, and e-mails) letters within 10 working days.
- See people within 10 minutes of any appointment you have made at its office.
- Answer telephone calls quickly and helpfully. When someone is unavailable, we will leave a voice mail message with an alternative phone number for you to contact.
- Provide clear and straightforward information about our services both over the telephone and through our website.
- Have a comments and complaints procedure for our services where we will deal with all enquiries efficiently.
- Do everything reasonably possible to make our services available to everyone, including people with special needs.
- Consult stakeholders, partners and people throughout the region regularly about the service we provide and report on the result. Our annual [customer satisfaction survey](#) results are on the website.

Establishing targets

We will be introducing targets for our customer care standards. One in place, we will publish how we are performing against these in our Annual Report.

For further information on customer care, please contact *emda's* Human Resources team on 0115 988 8501