

PRESS RELEASE

Acis awarded for excellence in customer service

Lincolnshire based housing association Acis Group has been reaccredited with the nationally recognised Customer Service Excellence standard.

Customer Service Excellence is a government standard that was developed to offer public services a practical tool for driving customer-focused change within their organisation.

Acis, who own and manage over 5,000 homes across Lincolnshire, Nottinghamshire and South Yorkshire, achieved the standard following a rigorous assessment process involving employees and tenant customers. The assessment provided very positive feedback following work carried out onsite.

The assessment stated:

“Acis continues to deliver very good levels of service to its customers. It demonstrates a customer focused service in many ways. Professional highly motivated staff continue to prove they are dedicated to achieving high levels of satisfaction. There continues to be a clear understanding of different customer groups and their specific needs. The service achieves very good levels of performance against local and national standards, and partnering arrangements are first class.”

Customer Service Excellence is designed to operate on three distinct levels, being a driver of continuous improvement, a skills development tool and an independent validation of achievement. Acis first gained the standard in 2010 and were reassessed one year on to ensure they are moving forward with regard to customer service.

Graham Spires, Contact Centre Manager for Acis, said:

“To achieve reaccreditation for the Customer Service Excellence standard is a fantastic achievement for the organisation. We took onboard the feedback we received when we initially gained the standard 12 months ago and have improved further. The achievement reflects the commitment and considerable progress we have made to put people first and focus on customer excellence

in delivering services. It is testimony to hard work over a sustained period, and the willingness of many staff to go the extra mile.”