

Service Standard

The standard of service you can expect from The Institute of Physics and the Institute's expectations of you

What you can expect from us

The Institute of Physics (IOP) is committed to providing a high standard of service at all times.

This document sets out the standards of service you can expect. If we don't meet our standards, then you can expect a full explanation from us. We'd like to know if you are not satisfied. Your feedback helps us to put things right if they've gone wrong and to improve the standard of our services.

We realise that sometimes people only contact us when they want to complain, but we'd also like to hear from you if we've done something particularly well.

We will:

- **answer** your letters, faxes and emails quickly and clearly
- **answer** telephone calls promptly, within six rings, and ensure that enquiries are dealt with courteously and professionally
- **provide** clear and straightforward information about our services
- **do** all that we can to make our services available to everyone, including people with special needs
- **listen** to comments about our services and ensure that if problems occur, steps are taken so that they don't happen again
- **treat** you respectfully, considerately and fairly.

Visiting us

We will give all visitors to our offices a contact name and telephone number. When meeting a member of staff you will be met at reception and taken to your meeting.

If you require special access, we will, wherever possible, make arrangements to meet your requirements.

In the event of an emergency, the person you are meeting will be responsible for ensuring your safe evacuation from the building.

When you arrive at IOP If you don't have an appointment our reception staff will contact the appropriate team to help you.

If you need privacy we'll arrange suitable 'quiet' areas. .

If we have to cancel a meeting we'll do our very best to give you at least 24 hours notice unless there are exceptional circumstances which prevent this.

In our communication with you, we will:

- answer your communication (letter, fax or email) **within 10 working days of receipt.**
- include in our reply the name, e-mail address, direct line telephone number of the person replying to your communication and our full address
- reply to your communication clearly, concisely and courteously and in plain English.

If we think it will take more than 10 working days to reply to your letter, we will let you know we have received it and tell you how long it will take to provide a full reply.

Answering your telephone calls

Our switchboard is open from 9.00 am to 5pm Monday to Friday UK time (except during public holidays). **Our number is: 020 7470 4800.**

All direct dial numbers have voicemail. If you are connected to voicemail you can expect to hear details of the availability of the person you are calling and an alternative contact where appropriate (e.g. if the initial contact is on leave).

We will always aim to:

- answer our telephones promptly and within six rings
- tell you the name of the person to whom you are speaking
- transfer your call to another IOP number if we consider someone else is better able to help you. We will always give you the person's name and extension number in case you are cut off and need to call back
- tell you when the appropriate member of staff can be contacted if they are not available. Alternatively, we will leave them a message to contact you by a given time
- treat you respectfully, considerately and fairly.

What we expect from you:

That you'll treat us and other members and visitors with respect and consideration. We will not tolerate harassment, threats or assaults. If you call or visit and behave in a threatening or abusive way, or use threatening, racist or abusive language, we may terminate the telephone call or ask you to leave the office.

Service complaints

We take all complaints about the quality of our services seriously. We will provide a response within 10 days and hold a full and fair investigation of your complaint, respecting your right to confidentiality.

A comment or complaint about the service we provide might include the following:

- **attitude and conduct of IOP** staff
- **quality** of service
- **maladministration** e.g. failing to follow the right procedures
- **delays** in receiving information or a response from us.

If you have a complaint please contact:

Comments and Complaints

Institute of Physics, 76 Portland Place, London, W1B 1NT

Email: comments@iop.org

You will receive a full response within 10 working days. You will be advised if we expect to take longer than this.

Helping us to improve our service

We aim to improve our service by:

- **listening** to your views and ideas
- **taking** full account of your complaints
- **monitoring** our performance against our published standards
- **reviewing** and evaluating our performance annually and publishing the results
- **undertaking** customer surveys.

Any comments and suggestions you have which might help us to improve our service can be sent either directly to the person with whom you have been dealing or to Comments and Complaints.

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