



Customer Promises

Registry Trust's promises to our customers

Registry Trust's customers include courts, defendants, claimants and users of the records held on the Registers. In responding to our customers our aims are to:

- provide clear information on the methods by which you can contact us
- respond to you politely and in simple English
- respond within the standards that we have put in place
- ensure that the information and advice we provide via our website, in correspondence or over the phone is clear, accurate, accessible and up to date
- have a clear channel for making a complaint when something goes wrong
- continually review our standards following feedback from customers

The standards we aim for:

Website

- That our Trust Online website, including the online search facility, is available 24 hours a day, 7 days a week, apart from odd occasions for essential maintenance.
- That the data on the website is updated each day Monday to Friday (excluding English public holidays) and that this is completed before 9am.

Letters and faxes

- That we will respond to your enquiry within five working days of receipt, if not sooner.
- That where we are unable to respond within 5 working days we will send an interim acknowledgment indicating when you may expect to hear from us.

Emails

- That emails sent to our info@trustonline.org.uk address will receive an automated acknowledgement of receipt which will also advise the timescales within which you may expect a response.
- That we will respond to your enquiry within five working days of receipt, if not sooner.
- That where we are unable to respond within 5 working days we will send an interim acknowledgment indicating when you may expect to hear from us.

Telephone

- That we can be contacted by phone between 9am and 5pm, Monday to Friday (excluding English public holidays) and outside these hours we will operate an answer-phone service providing information about our opening times.
- That we will answer more than 80% of calls within 30 seconds.