

Our Commitments to Great Customer Service

Our Customer Promises

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 and accessible information on the ways you can contact us
- respond in a timely manner, and within the standards that we have set
- engage with you politely and in plain English
- ensure that any information and/or advice we provide (via our website, in correspondence or over the phone) is clear and accessible, accurate and up to date
- provide a clear and simple process for making a complaint if something goes wrong

Our Service Standards

Websites

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

Letters

- 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 occasional staff training).
- That we will answer more than 70% of all calls received within 10 seconds.