

Customer Care Policy

Involving our customers

We will make sure we understand what our customers need, and develop our services around their expectations. We will:

- regularly ask customers for their opinions about our services
- ensure that our customers help shape the services we deliver
- be honest about what we can do and what we can't

Our staff and volunteers

We recognise that we rely on our staff and volunteers to deliver great service. We will:

- ensure our staff and volunteers are trained and competent to deliver our services
- ensure our staff treat every customer as we would wish to be treated ourselves with respect, courtesy and understanding

Contacting us

We will provide different ways to help people contact us and access the services they need. We will:

- make information about (name of organisation) and its services easily available
- publish opening hours and describe how to access services
- provide a welcoming, friendly environment, easily accessible to all

How we communicate

We want to make every contact a positive experience for our customers. We will:

- always listen carefully to what customers and colleagues say
- be polite and honest
- give a contact name and details
- let people know what will happen next
- point people in the right direction if we can't help
- provide a suitable environment and ensure confidentiality
- write letters, emails and publications that are easy to read and understand
- respond to letters and emails promptly and when that is not possible, we will send an acknowledgement with details of who is dealing with the matter
- let people know if there will be a delay in responding
- ensure answer-phone messages are clear and tell people when to expect a reply and offer an alternative contact

Measuring how we perform

We want to make sure that our commitment to high standards of service is making a difference, and we will assess our success by measuring what our customers experience. We will:

- seek regular feedback from customers
- publish details of how customers can tell us about complaints, pay compliments and give us feedback
- investigate all complaints thoroughly, as quickly as possible, and learn from mistakes