

## **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