



## Customer Care Charter

### *We will...*

answer letters within 7 calendar days

acknowledge e-mails within 3 working days

answer the telephone quickly, within 5 rings wherever possible

give our name when answering the telephone

use plain English in all written communication

be polite, courteous and helpful and show every customer respect

be on time for meetings and appointments and seek to hold them at a time to suit customers

make sure that our staff and volunteers are approachable and trained in all aspects of their work:

- staff and volunteers will receive training to offer clear answers to customers questions in a helpful and friendly way
- all our staff and volunteers will be checked with the Criminal Records Bureau/Independent Safeguarding Authority
- staff and volunteers will receive training in recognising, accepting and valuing diversity

achieve our customer service standards:

- we will monitor our performance against the standards every quarter and provide additional support and guidance to staff as appropriate
- we will provide a complaints procedure so you can highlight to us ways in which to improve our services
- we will make use of clear procedures, which are regularly reviewed, to help ensure everyone receives a good service