

AUKKC Customer Care Policy

Age UK Kensington and Chelsea

Policy review extension form

Policy title	Customer Care Policy
Current date of expiration	May 2020
Extension period request	31 st October 2021
Reason for extension request	The unprecedented circumstances of the Covid-19 Pandemic significantly affected our organisational capacity to update our Policies as resources were focused on our large-scale Emergency Response. Our Board have now initiated a full external Policy review of all our Policies which is being carried out by the Policy Review Team and this will be complete by the end of October 2021.
Does this extension request pose any risks?	No – our Policy Review team have given assurances that this extension is appropriate
Summary of risks e.g. not meeting national guidance	
Has this document previously been granted an extension? Add details e.g. 2 previous extensions amounting to 6 months	No

Name and Job title of person completing this form	Jess Millwood, CEO
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AUKKC Customer Care Policy


Date of completion	30/07/2021
Name and Role of Board Member Approving Extension	Christine Morgan, Trustee, Chair Quality, Performance, Development & Human Resources Committee
Is the Extension Approved? If no, reason why not	Yes
Date of Extension Approval	05/08/2021
Date Policy Tracker Updated to Record Extension	

AUKKC Customer Care Policy

Document Control Information

Version History			
Version	Date	Detail	Author
1.0	November 2012	New Policy approved	Emma Walsh
1.1	May 2015	Minor changes: Structure. Draft Awaiting Finance and Risk Subcommittee approval	Richard Brine
1.2	June 2015	Policy approved and added to MDI.	Richard Brine
1.3	April 2018	Policy reviewed, minor changes and circulated for comment to Chris Morgan, Martin Pendry and Christine Vigers (Trustees)	Sue Baker

Current Version	
Name of Group Approving the Policy	Quality, Performance and Development
Date of Group Approval	15 th May 2018
Date Added to Master Document Index	15 th May 2018
Review Date	31 May 2020
Version Number	1.3
Related Documents	Quality Assurance Policy Complaints Policy GDPR
Author	Richard Brine
Service Unit	All
Consultation Tracking Sheet	To be completed

Approval Signature			
Version	Date	Signatory (Print)	Signature
1.3	15 th May 2018	S Baker	

AUKKC Customer Care Policy

CONSULTATION TRACKING SHEET

This document must be completed and accompany the policy procedure or guideline through the final ratification and authorisation process. A copy of this sheet should be included at the front of the final published policy.

Name of Policy, Procedure or Guideline: AUKKC Customer Care Policy

Name of person / team / committee asked to provide feedback	Date feedback request sent	Feedback received (Y/N)	Feedback incorporated into Policy (Y/N)
Jan Halliday, Chief Executive	28/05/15	Y	Y
Tasio Cabello, VSS Manager	04/06/15	Y	Y
Finance and Risk Subcommittee	07/06/15	Y	Y
Quality, Performance and Development Subcommittee (Christine Vigers, Chris Morgan and Martin Pendry)	09/04/2018	Y	Y

Document History and Change Record

The following are registered holders of controlled copies of this document:

Position	Version
Business Manager (Management Representative)	1.2
Sue Baker (CEO)	1.3

Amendment History			
Version	Date	Amendment	Approved By
1.2	Jun 2015	Feedback from consultation added.	Richard Brine
1.3	April 2018	Feedback form consultation added.	Sue Baker

AUKKC Customer Care Policy

Customer Care Policy

Age UK Kensington and Chelsea aims to promote the well-being of older people through:

- Providing services which support the independence of older people
- Learning from this experience to inform our understanding of older people's needs
- Ensuring the voice of older people in Kensington & Chelsea is heard
- Working in close collaboration with other organisations to achieve these aims

1. Aim and scope of this policy

- 1.1 Age UK Kensington & Chelsea is committed to delivering excellent customer service. This customer care policy sets out what this commitment means in practice, what our customers can expect from us and what we expect from our customers.
- 1.2 This policy applies to all staff and volunteers working at Age UK and requires acceptable standards of behaviour by our members.

2. Principles

- 2.1 Age UK Kensington & Chelsea provides a wide range of services across many different locations to different people and it is important that everyone receives the same high quality response.
- 2.2 Throughout this policy the term Customer represents Age UK Kensington & Chelsea service users and / or clients.
- 2.3 We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Workers are responsible for providing an efficient, caring and customer focused service.

3. Responses

- 3.1 Customer contact should be provided in the most appropriate format. For example, it is not necessarily the case that all letters will receive a postal response.
- 3.2 We will ensure that you are dealt with:
 - Quickly
 - Fairly
 - In a courteous, helpful and professional manner
- 3.3 We will always:
 - Be open and honest and explain our decisions.

AUKKC Customer Care Policy

- Ensure that workers take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague.
- Give as much information as possible to help you make informed choices.
- Act in accordance with the law.

3.4 Staff may reasonably expect customers to:

- Provide sufficient information as required to staff to be able to help
- Treat all workers and volunteers fairly and with respect
- Help to provide feedback, views and suggestions to help us to improve our services.
- Keep any appointments that you have with us or inform us if you need to cancel the appointment.

4. Our Customer Care Standards

4.1 Face to face contact. We will:

- Make sure that our buildings are accessible.
- Display the opening times of public buildings and adhere to them.
- Greet visitors and introduce ourselves in a courteous manner.
- Respect your privacy, offering private areas for discussion if required and ensuring the information you provide is kept confidential as required in the General Data Protection Requirements Policy.
- Make sure our workers identify themselves by wearing name badges.
- Listen to you and respond to your needs.
- Be welcoming, courteous and helpful at all times.
- Treat your home with respect when we visit you.

4.2 Contact by telephone. We will:

- Aim to answer the telephone within a reasonable time, depending on capacity, during normal working hours. If a member of staff is not available, their telephone should be answered by a colleague (by call diversion, transfer or group pick up).
- Use answerphones as appropriate but the message will be as helpful and informative as possible.
- Attempt to resolve your query at the first point of contact. If this is not possible we will pass your call to someone who can help and ensure that you have the name of the worker(s) dealing with your query.

5. We ask of you

- 5.1 Age UK Kensington & Chelsea workers should not be expected to deal with rude, abusive, discriminating or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, workers will politely state that they will have to terminate the contact (put the telephone down / leave the meeting, etc.). Age UK Kensington & Chelsea will take appropriate action against any individuals who are abusive to workers.

AUKKC Customer Care Policy

6. Delivering an effective service to customers with different needs

- 6.1 Age UK Kensington & Chelsea staff should be careful not to make assumptions about people's needs or abilities recognising diversity and difference. Staff will consult customers in identify their needs.

We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can get access to interpreting, translation and communication support. We will draw on the support of RBKC and WLCCG to establish appropriate translation services as well as utilise our links with other community based organisations able to assist.

7. Making the policy a success

- 7.1 This policy sets out Age UK Kensington & Chelsea's commitment to its customers. In order for us to learn and improve our services we want to use the feedback from the contact that we have to make changes.

We will do this by:

- Publicising our standards to our customers.
- Carrying out customer surveys to measure the success of the policy.
- Introducing internal monitoring to help all our services meet the standards.
- Supporting and training workers to provide better customer service.
- Monitoring our complaints to identify where we need to make improvements.
- Monitoring our compliments to highlight areas of effective good practice.

8. Feedback

- 8.1 If you feel that we have not met the standards set out in this policy you can speak to a member of our senior management team or use our Complaints Policy. All feedback received will be investigated and receive a full response.

9. Monitoring

Age UK Kensington and Chelsea will report to its board on the implementation of this policy annually. The next target dates for this review are September 2018 and September 2019.