

1. Introduction

Age UK Nottingham & Nottinghamshire (Age UK Notts) is committed to delivering outstanding customer care and customer service. This Customer Care Charter sets out what this commitment means in practice, what our customers can expect from us and what we expect from our customers in return.

A customer may be a member of the public who approaches us for information, advice or any form of assistance either on their own behalf or that of a family member or friend. Other professionals, our business partners, funders, commissioners, suppliers and stakeholders with whom we are in contact are also customers.

Customers can contact Age UK Notts by telephone, letter, email, website, social media or in person.

2. Age UK Notts Promises to Customers

- To display the opening times of organisation in our literature and on our website and adhere to it.
- Ensure services are as accessible as possible providing home visits where we can and offering a range of communication formats.
- Do all we can to ensure the customer experience is always excellent, treating others as we would wish to be treated ourselves.
- Deal with you in a helpful, polite, open manner.
- Listen to you carefully and respond to your needs.
- Not make assumptions about your needs or abilities.
- Not discriminate against you for any reason.
- Put your interests first.
- Provide information that is clear, relevant and up to date to enable you to make informed choices.
- Check your understanding and keep you informed of our actions.
- Signpost and/or refer you to the most appropriate services and organisations for your needs.
- Act in accordance with the law.
- Respond within the time periods set out below.
- Respond to any complaints in line with our Complaints Policy.
- Respect your privacy and handle your personal information securely in line with our Privacy Statement.

3. Age UK Notts Requests of Its Customers

- Provide us with the information that we need in order to help you.
- Treat our staff and volunteers fairly and with respect; they are not expected to deal with rude, abusive, discriminatory or threatening language or behaviour as set out in our *Withdrawal of a Service from a Users Policy*.
- Provide us with feedback; let us know what we do well and what we can do to improve.
- Keep appointments that you have with us or let us know if you can't for any reason, giving us as much notice as possible.

4. Age UK Notts Customer Care Commitments in Practice

a) Face to face

- Greet visitors, introduce ourselves and ensure our staff and volunteers identify themselves by wearing their staff name badges.
- Respect your privacy, offering private areas for discussion if required.
- Treat your home with respect when we visit you.

b) Telephone

For our main reception number at Bradbury House and our Business Directory:

- Staff the Bradbury House Head Office main telephone number between the publicised hours.
- Answer as many calls as possible first time within four rings.
- Provide a clear and informative voicemail message when we cannot answer your call summarising our opening hours.
- Return answerphone messages on the same day where possible and within 24 hours during the working week (Monday if the message is left Friday).

For other direct dial numbers in our organisation to a particular person or service we will:

- Staff services between publicised hours.
- Answer as many calls as possible first time within four rings.
- Provide a clear and informative voicemail message when we cannot answer your call explaining when we will be available, providing an alternative number if appropriate.
- Record specific voicemail messages when we are on leave.
- Return calls as soon as possible and always within two working days, unless otherwise stated on our voicemail message.

c) Letters & Emails

- Respond to all written enquiries from members of the public including letters and emails into our main charity inbox, info@ageuknotts.org.uk, within two working days of receipt, resolving the matter if at all possible in that time period.

- If the matter is more complicated, we will acknowledge your communication within two days and let you know how long it will take to provide a fuller response.
- Ensure customers are given a named contact and the contact details of the person who is dealing with the matter.

d) Social Media

i) Facebook

- We will respond to all messages within two working days unless otherwise stated in our auto-response message.
- Provide other contact details for you to use if you require a quicker response
- Attempt to resolve your enquiry where possible or supply details of the service that may be able to help you.

ii) Twitter

- If asked for assistance via a mention or direct message we will aim to respond to your query within two working days via a tweet or direct message.
- Attempt to resolve your enquiry where possible, or supply details of the service that may be able to help you.
- If your question requires a more complex answer than can be given in a tweet, we may direct you to contact us via email or ask you to provide us with another method of contact.

5. Ensuring the Success of this Charter

We will:

- Publicise this Charter on our website and share it with our staff and volunteers for them to read.
- Ensure that staff and volunteers are committed to delivering excellent customer service and provide them with the necessary training, support and resources to do so.
- Carry out customer surveys and other forms of feedback to measure how we are performing and the difference we are making. We will review and act upon these making changes and improvements where required.
- Review complaints regularly to identify where we need to make improvements.
- Review our compliments and comments regularly so that we can do more of what works well.