CUSTOMER SERVICE CHARTER

OUR COMMITMENT TO YOU:
Responding to customer needs with a professional approach and in a timely manner.

To achieve this, we will:
• Answer your enquiry at the first point of contact whenever possible
• Make sure your needs are met by listening to what you say
• Treat you fairly and with respect
• Deal with enquires and complaints carefully and quickly
• Give our employees the training and skills they need to put customers first
• Manage your information in accordance with the Data Protection Act 1998

If you telephone us we will:
• Be polite and helpful at all times
• Give our name
• Offer to call you back at a suitable time if we cannot deal with your query immediately
• Answer your call within 5 rings
• Listen with understanding and empathy

If we visit you at home, we will:
• Let you know when we are going to visit by contacting you to arrange a date and time
• Wear our uniform and carry identification
• Treat you and your home with the upmost respect
• Let you know if we are unable to make an appointment and rearrange to the next agreeable date

If you visit us, we will:
• Be friendly and helpful
• Wear our uniform and carry identification
• Make sure our reception areas are clean, tidy and clearly sign posted
• Get help as soon as possible to assist with any communication or mobility needs

If you write to us by letter, fax or e-mail, we will:
• Thank you for your correspondence
• Reply to your enquiry within 5 working days by post or 2 working days by e-mail
• Make sure we have answered all your questions
• Let you know when you will get a reply if our answer to your enquiry takes longer than 3 or 10 working days

To assist us in giving excellent service:
• Let us know if you are unable to make an appointment
• Tell us how we can improve our service by completing our customer feedback/satisfaction questionnaire
• Tell us if you have a complaint about our service