



Customer Care Policy DRAFT

This document sets out the standard of care and how it is maintained. It lets customers know:

- that we do care about our work and what our customers think of it
- what they can expect from us
- what to do if they are not satisfied or have a complaint

Defining the standards

Our standards are defined by our customers so that we deliver the best care for them. We will:

- Regularly ask customers for their opinions on our service
- Use these opinions to shape the service we provide
- Be honest with customers about the services we can and can't provide

Service delivery commitment

Staff paid by WHiST , supported volunteers involved in the organisation and staff paid by other agencies are responsible for the delivery of services offered from WHiST and for ensuring our customers are satisfied. We will:

- Ensure our staff, paid and voluntary, are sufficiently trained and competent to deliver our services
- Ensure our staff paid and voluntary, treat all customers with respect, dignity, courtesy and understanding

How we communicate

Efficient correspondence with customers is essential in keeping them satisfied. We will:

- Listen carefully to the customer

- Be polite, honest and accurate with the information we provide
- Respond to all enquiries promptly and with courtesy
- Ensure the customer understands all information provided
- Conduct correspondence professionally and confidentially
- Inform customers of any changes or delays in good time
- Provide alternative sources for services where we cannot help
- Keep customers informed of any subsequent stages in the process

Measuring the standards

We want to ensure that our customer care is optimal and this will be measured by our customers. We will:

- Seek regular feedback on customer satisfaction; all courses and services are anonymously evaluated with opportunities to provide constructive criticism of the services.
- Investigate all complaints thoroughly and in a timely fashion. A complaints policy is freely available to all members a copy is available to all and can be found in the lobby on a noticeboard.

It is also available through our website.

- Use feedback and results of complaint investigations to influence changes in customer care

Complaints/Grievances

If you are not satisfied or have a complaint about the conduct/behaviour of a member of the team, our service or our work, then please contact:

Angela Oxberry CEO Job Share email angela@whist.org.uk

Kate Shanley CEO Job Share email kate@whist.org.uk

Tel 01914546959

The Chairperson of the organisation, or another trustee; contact details are available by asking at reception, or writing in with an envelope marked Private and confidential which will be passed on to member concerned.

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