

Customer Care Policy



Purpose and scope

This policy is used by all our staff and trustees as a guide to ensure that customers receive the best possible service from us. The policy can also be accessed from our website.

Our commitment to you.

We will:

- take information from our customers in a courteous and sensitive manner.
- deal with all our customers in accordance with our Equality and Diversity Policy
- make sure we understand what our customers need, and develop our services around their expectations.
- ask customers for their opinions about our services and ensure that they help shape the services we deliver.
- be honest about what we can do and what we can't.
- provide different ways to help people contact us and access the services they need.
- make information about our services including how to access them easily available.
- provide an easily accessible, safe, friendly environment, welcoming to all.
- respect our customers confidentiality at all times.
- offer an explanation where practicable if we can't answer a request or enquiry straightaway.

How we communicate

We want to make every contact a positive experience for our service users.

We will:

- always listen carefully to what customers say.
- be polite and honest.
- point people in the right direction if we can't help.
- provide a suitable environment and ensure confidentiality.
- write letters, emails and publications that are easy to read and understand.

Measuring how we perform

We want to make sure that our commitment to Customer Care is making a difference, and we will assess our success by measuring what our service users experience.

We will:

- seek regular feedback from customers.
- Display details of how customers can tell us about complaints, pay compliments and give us feedback.
- investigate all complaints thoroughly, as quickly as possible, and learn from mistakes.

Complaints

The staff, trustees and volunteers of C CVS need to be aware at all times of the needs and expectations of its customers.

C CVS aims to offer the best possible service to deal with those needs, but there may be occasions where performance falls short of fulfilling such needs and /or expectations, and a customer believes there is cause for complaint.

Procedure

- A complaint should be made within three months from an incident, omission or action that caused the grievance. The complaint should be sent in writing to the Chief Executive. If the complaint is about the Chief Executive then it should be addressed to the trustees. They will acknowledge this within a week and give some details of the next steps.
- C CVS will investigate the complaint and will utilise internal capability and disciplinary policies if required.
- The complainant will be made aware of some of the outcomes of the complaint- however if internal disciplinary procedures have been used they will not be made aware of the detail of this.
- We will maintain confidentiality of the complaint and would expect the complainant to do the same.
- If the complainant does not feel that the Chief Executive has resolved issues to their satisfaction then they should refer the complaint to the board of trustees.
- A record of all complaints will be made by C CVS and kept securely by the Chief Officer. The retention period for informal verbal complaints records will be one year from the date of the initial record of the complaint. The retention period for formal written complaints records will be three years from the date of the initial record of the complaint.
- All complaints and compliments recorded will be reported as a confidential item to the Board of Trustees at the regular Trustees Board meeting.

Linked Documents

- Staff handbook

Monitoring information

Revision No.	Date	Summary of Change
Draft	4/06/2013	
1	17/10/2016	Substantial edits

Policy owner

CCVS- Chief Executive

Review date

17/10/2019