

CUSTOMER CARE POLICY



All reference to personnel includes both paid employees and volunteers.

Policy statement

Anglia Care Trust will continually strive to improve the delivery of our services to all our customers being our Funders, Suppliers and the end users of our services, our Service Users and all other stakeholders.

We define our standards of customer service based on this commitment and build the standards into our Service Level Agreements.

We are realistic about what we can do, understand our resources are limited and know that we cannot always change things overnight, but we will always strive to make improvements as quickly and as efficiently as possible when such improvements are identified. We will only promise what we can deliver.

Involving our customers

We will strive to make sure we understand what our customers need and develop our services around our customers' expectations. We will strive to

- Regularly ask customers for their opinions about our services
- Ensure that our customers help shape the services that we deliver by implementing and monitoring our Service User Involvement Policy
- Ensure our Service Users' voices are heard and listened to
- Be honest about what we can do and what we can't.

Involving our personnel

We recognise that we can rely on our personnel to deliver the best Customer Care possible. We will strive to

- Ensure our personnel are trained and competent to deliver our services
- Ensure our personnel treat every user of Anglia Care Trust's services as we would wish to be treated ourselves with respect, courtesy and understanding.

Reaching us

We will provide different ways to help people contact us and access the services they need. We will strive to

- Make information about Anglia Care Trust and our services easily available
- Publish opening hours and describe how to access our services
- Provide a welcoming, friendly environment, easily accessible to all.

How we communicate

We want to make every contact with Anglia Care Trust a positive experience for our customers, whatever the nature of the contact. We will strive to

- Always listen carefully to what customers and colleagues say
- Be polite and honest
- Give a contact name and details
- If appropriate let customers know what will happen next
- Point customers in the right direction if we can't help
- Provide a suitable environment and ensure confidentiality and data protection
- Write letter, emails and publications which are easy to read and understand
- Respond to all enquiries promptly and when that is not possible, we will acknowledge the enquiry and let customers know who is dealing with the matter
- Let customers know if there will be a delay in responding
- Ensure answer-phone messages are clear and tell customers when to expect a reply and offer an alternative contact
- Respect and value the diversity of individuals and adapt our methods of communication accordingly.

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 customers value. We will strive to

- Seek regular feedback on customer satisfaction, from Funders, Suppliers, Service Users and other stakeholders
- Publish 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.

Date of next review – October 2019