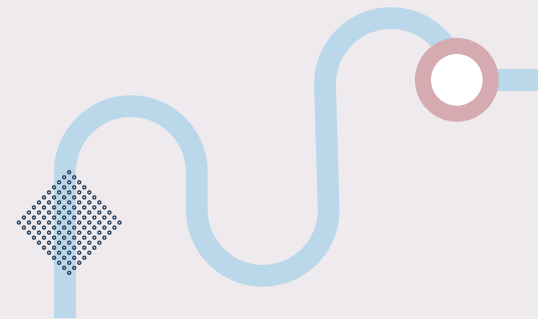


# Customer Care Policy



Centre Name	
Centre Address	

Policy Name	Customer Care Policy
Policy Number	
Date Created	
Effective Date Adopted by the Board	
Version Number	
Date of Last Version	
Administrator Responsible	
Administrator Contact Information	

## POLICY HISTORY

Version Number	Approved by	Revision Date	Author

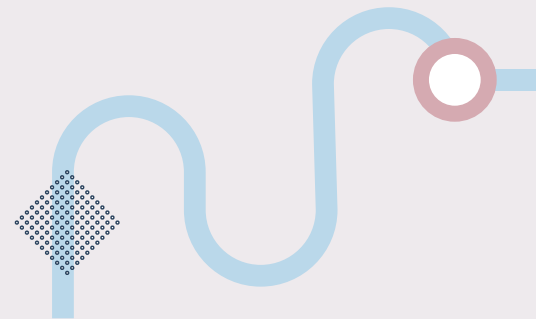
## DOCUMENT CONTROL

Document Ref		Title	Customer Care Policy
Version & Date		Author	
Directorate:		Approved by Management	
Reviewed		Change History	

You can fill this out on a screen using Adobe Reader [Download Here](#) or by printing.



# Customer Care Policy



Enter Centre Name Here	
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## OVERVIEW

\_\_\_\_\_ is committed to the provision of quality customer care. This policy has been developed in conjunction with the centre team to enable us to deliver a quality service to our customers.

To provide a Community Centre to the growing community of \_\_\_\_\_ and surrounding areas.

### **The Mission of the Centre is to be:**

Insert your centre's Mission Statement in the box below:

<b>We define our customers as any person or Organisation engaging with or using the Centre.</b>

We are committed to the following:

### **Physical Access**

We provide clean, accessible public facilities that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for disabled people and others with specific needs.

### **Information**

We take an active approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Details of our centre's facilities are available on our website. (insert website of your centre) We provide easily understood forms and information leaflets.

### **Timeliness and Courtesy**

We deliver quality services with courtesy, sensitivity and minimum delay. At all times, our staff will be courteous in their spoken words, body language and demeanour.

### **Consultation and Evaluation**

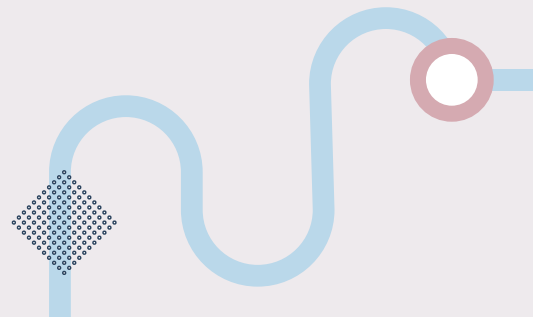
We provide customer and client feedback surveys that aim to improve service delivery and maximise the experience of users.

### **Customer Feedback**

We recognise that there may be occasions when the centre will not function as well as we would hope. We maintain a well-publicised, accessible, transparent and simple to use system for customers who are dissatisfied with the quality of services. Feedback from our customers is always gratefully received and a Customer Feedback Form is available in our Reception.



# Customer Care Policy



## CUSTOMER SERVICE SPECIFIC UNDERTAKINGS

\_\_\_\_\_ principal public offices are generally open between:

Centre's opening hours	
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### **Standards of Service**

#### **Telephone**

We will endeavour to:

- Answer quickly and courteously.
- Provide the information required in a helpful manner.
- Try to deal with the enquiry without passing the call to another extension.
- Take the enquiry and telephone number and call or write back if the enquiry cannot be answered quickly.
- Indicate when our customers can expect to hear from us and arrange to call at a time that is convenient to them.
- Give contact names in all telephone communications to ensure ease of ongoing transactions.

#### **Visitors to the Centre**

We will endeavour to:

- Deal with the enquiries as quickly as possible.
- Respect our clients' privacy.
- Keep our facilities safe, clean and accessible.

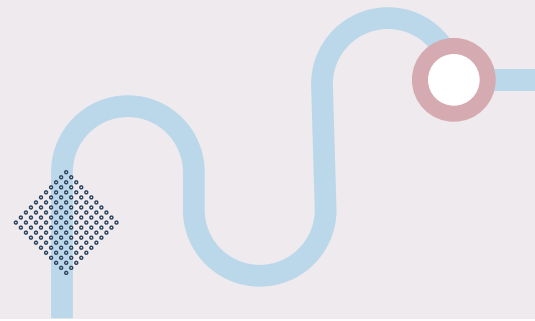
#### **Written Correspondence / Email**

We will endeavour to:

- Acknowledge within five working days and issue a full reply within 15 working days. If it is not possible to achieve this, we will write stating when we hope to be in a position to reply.
- Only use technical terms where it is absolutely necessary.
- Ensure that all letters carry a contact name, telephone number and a reference.



# Customer Care Policy



## **Forms and Leaflets**

We will endeavour to:

- Use simple and clear language in forms and leaflets.
- Explain precisely what is required.
- Not ask unnecessary questions.
- Make forms and leaflets freely available.
- Standardise all centre forms.
- Review them regularly.
- Make them available in electronic format.

## **Information and Openness**

We will endeavour to:

- Supply our customers with all the information needed to deal with the enquiry.
- Provide information that is clear, timely and accurate, and which meets the needs of all our customers.

## **Customer Obligations**

It is your responsibility to treat centre staff in a professional, courteous and civil manner during all dealings with them. They have the right to expect the same entitlements from you as you do from them.

