

VOLUNTEER CENTRE SUTTON

CUSTOMER CARE

POLICY

Volunteer Centre Sutton recognises that, in the context of this policy, its customers are volunteers, service users, voluntary, statutory and not-for-profit organisations and funders.

Key Objective

The provision of an efficient and effective customer focused service in a flexible and responsive manner by involving volunteers, service users and other clients in setting service standards, in developing policies and new services, in monitoring service provision and responding to customer feedback.

Key Policy Standards

Customers are to be entitled to:

- Be treated with courtesy and respect
- Equality of access and fair treatment
- Be treated with dignity and have their confidentiality respected
- Make choices whenever possible
- Be consulted about their needs and how these should be met
- Complain and have complaints properly addressed.
- Access key information in local community languages

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PROCEDURES

Centre staff will:

- Be open, honest and polite
- Be ready to help
- Listen and take customers' views seriously
- Wear name badges when working on the frontline and offer proof of identify when visiting customers at home.
- Keep appointments or let customers know in advance if the Bureau needs to rearrange them
- Help to complete forms and explain information and documents
- Provide a translator where necessary
- Not accept offensive or threatening behaviour or use it themselves

When customers contact the Centre, staff will:

- Answer the phone call promptly
- Give name and offer to help
- Follow up phone messages within 24 hours or indicate when the call will be returned.
- Deal with enquiries at reception within 5 minutes
- Acknowledge and reply to queries within 7 working days
- Acknowledge more complicated queries within 7 working days and give a full response within 14 working days.

Centre offices will:

- Be clean and tidy
- Have disabled access to services wherever possible
- Provide private interview rooms
- Provide information about Centre services

Our volunteers, consultants or other agencies will:

- Be obliged to operate within our Customer Care Policy
- Always carry identification
- Treat customers fairly, equally and with courtesy and respect
- Where appropriate, give 5 days notice before they visit a service user at home
- Only visit between 9 am and 5 pm Monday to Friday or by appointment at other times if requested by the service user.

Key targets and performance indicators

- Outcomes of annual consultation with service users/organisations
- Evaluation of ongoing follow up consultation with volunteers
- Collection and analysis of statistics
- Performance in handling complaints and rate of use of the Company's formal Complaints Procedure
- Achievement of agreed Service Standards
- Customer satisfaction as measured by customer Satisfaction Surveys
- Comparative benchmarking performance indicators and comparison with best practice arising from the review process

Monitoring. Review and Consultation

- The funders and partners will play a key role in monitoring performance.
- The Board will monitor service standards, customer satisfaction and complaints via regular reports.
- Failure to observe the Customer Care policy will be taken seriously and always investigated.
- Training and information will be provided to enable employees to develop the necessary skills and knowledge to deliver customer focused services.