



Customer Care Policy

Policy Statement

Friends of X112 aims to set clear standards of service and to regularly review and improve performance. Friends of X112's resources will be used effectively and efficiently in order to provide the highest standard of service to all stakeholders.

Friends of X112 will openly provide clear information about its services, which will be easily accessible to everyone who needs them. All enquiries and complaints will be dealt with in a prompt manner. Present and potential users of Friends of X112 services will be consulted with, and their views will be used to continually improve the service provided.

Six Standards for Customer Care

1. Responding to correspondence

Friends of X112 will answer all correspondence from the public - including letters, faxes and emails – in a fast and clear manner.

Target:

- To answer all correspondence within 5 working days.

2. Appointments

Friends of X112 staff will see people punctually when an appointment has been made at its office. If no appointment has been made, Friends of X112 staff will endeavour to see people as promptly as is reasonably possible. Duration of appointment to be agreed when booked.

Targets:

- To see people within 10 minutes of any appointment that has been made.

3. Answering telephone calls

Telephone calls will be answered in a fast and helpful manner. Ansaphone messages on main enquiry line will be responded to daily.

Target:

- To answer calls to main telephone enquiry line within six rings

4. Information

Friends of X112 will provide clear and straightforward information about its services and those of other local voluntary organisations to help people find the information needed.

Target:

- To publicise telephone enquiry number and email addresses and the Friends of X112 website for public enquiries.

5. Complaints procedures

Friends of X112 will publicise its complaints procedure and promptly deal with any complaints received.

Target:

- To publicise the complaints procedure on the Friends of X112 website, and have complaints procedure displayed in Friends of X112's offices.

6. Access of services to all

Friends of X112 will do everything that is reasonably possible to make its services available to everyone, including people with specific needs.

Target:

- To consult with users and potential users regularly about the services Friends of X112 provides, and report annually to the Trustee Board.
- To consider changes in service as a result of the consultation.

The policy and targets will be reviewed by the Trustee Board every five years.

This policy is to be read in conjunction with the following policies:

- Complaints
- Confidentiality
- Equality & Diversity
- Data Protection

Review date: 31/7/2024