

CTCIC - Customer Care Policy

Date approved by the Connected Together CIC Board	Ratified by CIC Board 28/06/2022
Author/Responsible Person	Michelle Wright
Next revision due	June 2025
Staff/volunteer training delivered	This will be included in staff induction
Date sent to staff	06/07/2022
	This policy covers Connected Together CIC and <i>all</i> its contracts and managed organisations, for example Healthwatch North Northamptonshire and West Northamptonshire (HWNW) and Healthwatch Rutland (HWR).
Checked for rebranding	Michelle Wright - 15/04/2022
Signed off by CEO	Kate Holt - 20/06/2022
Checked By	Catherine Maryon (CTCIC Director) - 29/02/2022

1. Introduction

Connected Together CIC (CTCIC) aims to provide services, which are:

- of the right quality
- good value
- effective
- efficiently managed
- capable of adapting to changing needs
- designed to meet the needs of all the people and diverse communities we serve
- customer centred, involving listening to customers, complaints, and comments, in a warm and friendly manner
- in line with statutory requirements

2. Policy

To support CTCIC in this aim our customer care policy is built around 4 core principles:

- customer care will be provided in a professional manner by well-trained and knowledgeable staff and volunteers
- all staff members and volunteers will give priority to the needs of the individual service users and their right to information, equality of access, privacy, and dignity
- the term “customer” will include staff team colleagues, volunteer colleagues, elected board members, members of the Advisory Boards and partner agencies. We recognise that caring for our customers begins with caring for others who form part of a service chain with CTCIC
- everyone working for or on behalf CTCIC influences the quality of service that a customer receives and consequently their perception of CTCIC.

The practices set out below are relevant to everyone. This includes all staff, volunteers and board members. Everyone must commit to these principles.

3. Customer Care Aims

CTCIC will:

- give customer care a high priority
- develop values and practices on customer care which are shared across the organisation and communicated effectively
- provide customer care training for all employees
- openly provide clear information about its services, which will be easily accessible to everyone who needs them.
- regularly monitor this customer care policy to ensure the needs of all customers are met
- provide a clear, accessible process for any customer to comment or complain about any aspect of CTCIC's services.
- listen to customers when they comment or complain

4. Roles and Responsibilities

- CIC Board will adopt the corporate values and priorities and be committed to the implementation of the policy and procedures
- The CIC board mandates the CEO to take executive responsibility for taking forward and implementing this policy.
- HWNW and HWR line managers will be responsible for ensuring staff are trained in customer care and the requirements of this policy

Members of Staff - we rely on our staff to deliver excellent customer care and therefore we will ensure that our staff:

- are trained and competent to deliver our services. This policy will form part of the induction process for new staff and training updates will be given where required on changes to legislation and policy.
- treat everyone related directly or indirectly to CTCIC as we would wish to be treated ourselves with respect, courtesy and understanding.
- are fully trained to answer written or verbal enquiries accurately and clearly.
- give a contact name when dealing with telephone queries and wear name badges when dealing with customers face to face.
- will be polite, respectful, and honest to our customers without discrimination.

5. How we deal with correspondence and / or other types of communication

- visitors attending HWNW and HWR offices will be greeted by Reception Staff and collected by a member of HWNW or HWR staff within 5 minutes of arrival.
- letters will be promptly acknowledged and replied to within 5 working days
- telephone messages will be answered within 5 working days
- emails will be dealt with in 48 hours.
- our customers will have multiple ways of accessing our services, be it face to face, over the telephone or by electronic means.

6. Problems with Customer Care

CTCIC will provide a fair and simple complaints service if customers do not receive the service we aim for (Policies - Complaints Policy)

7. Review and Monitoring

- HWNW and HWR will review this policy on a 3 Yearly basis, taking account of any changes within legislation, our organisation, and other factors.
- HWNW and HWR will make this policy available when requested to do so to interested parties including members of the public.

Related policies:

Complaints Policy- 004