

## **Our Customer Service standards:**

Complaints, Comments and Compliments

Customer Service Standards - Our commitments to you.

We are committed to offering you a high-quality service. Our Customer Service Standards describe how you can expect us to act. We will:

- Communicate effectively with you
- Listen to what you want from us and ensure we understand your complaint;
- Treat you politely and respectfully, without prejudice;
- Deal with your complaint in a timely way
- We will let you know if more time is required to resolve your complaint
- Explain our process to you and keep you updated about the stage your complaint has reached
- Always tell you who you can contact if you have any questions.
- We will make our service easily available and accessible to you.
- We will work flexibly with you to understand and meet your individual needs. This may include working with your representatives and other service providers to help you use our service.
- Our communications with you will be clear and accurate, avoiding jargon.
- We will work openly and fairly
- If we can't handle your complaint, we will let you know why and what you can do next.
- If we can't help, we will try to find another organisation that can. Our decisions will be based on and take account of all the relevant evidence.

We will:

- collect and look at evidence;
- consider all the information provided by you before we reach a decision;
- clearly explain the reasons for our decision
- make sure any decisions we make are proportionate, appropriate, transparent, accountable and fair
- We will carry out our duties competently and responsibly
- We will keep accurate records.
- We will hold data securely and share it appropriately.
- We will use the outcomes of complaints and what we learn from them to promote wider learning and improvement to our service.
- We will acknowledge and apologise for any mistakes we make, put them right quickly and make sure we learn lessons to improve our service and performance.