**CUSTOMER CARE POLICY**

**Version: 4**

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| **Target Audience:** | Employees working at Phoenix Support. | |
| **Next Review Date:** | December 2019 | |
| **Name and title of person reviewing:** | Annick Guirate | **Date reviewed: 13/12/2018** |
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| **Signature and approval of Director:** |  | |

**1. INTRODUCTION**

All organisations that are working in relationship-based industries need to explain to their own staff and the people who buy their services how they will serve them to build confidence in the brand and to develop trust that they will deliver a good service.

**2. POLICY STATEMENT**

Phoenix Support works to a Customer Charter which is shown in full at Appendix 1. An easy-read version of this can be seen in Appendix 2. The management team and individual team leaders are responsible for the performance of all activities carried out in each work location or department. Procedures should be complied with and staff adequately trained for the conduct required of them, as set out in the Customer Charter.

**3. DEFINITION**

The Phoenix Support Customer Charter informs and supports the people who use our services in order that they may understand the standards that they can expect from us, no matter who they have contact with and whatever their job role is; whether that be a front line staff member, administrative staff, managers or directors.

**4. PURPOSE**

This Charter is designed to inform and support the people who use our services; to know what service standards they may expect from us.

**5. CONTEXT**

The organisation uses external scrutiny through ISO, internal quality audits, the Care Quality Commission and Local Authority, we take the views and opinions of our customers to form the direction and improvement of our business.

**6. IMPLEMENTATION**

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**6.1 THE PHOENIX SUPPORT CUSTOMER CHARTER**

6.1.1 The Phoenix Support Customer Charter is disseminated throughout the Phoenix Support offices and buildings. It is included in the information given to all prospective or new service users, brochures and other promotional documentation. Staff receive copies at induction training, and will be required to comply with the charter, and demonstrate a commitment to delivering high standards of service.

**6.2 MONITORING THE CUSTOMER CHARTER**

6.2.1 Adherence to the Customer Charter will be monitored through the following internal processes:

* Periodic ISO audits
* Annual customer surveys
* Customer comments / feedback cards
* Correspondence/ Email
* Call Logs
* Complaints monitoring
* CQC Regulation reports,
* 1:1 review meetings
* Tenancy meeting

6.2.2 Spot checks of staff performance will be undertaken to monitor customer service responses including response times and general compliance with procedures.

6.2.3 The detailed monitoring activity will be agreed and managed by the individual operational service or organisational department.

6.2.4 Performance reports are presented to the Senior Management meeting.

6.2.5 Service Users and stakeholders are sent information about the views that we have received and how they have influenced our decisions.

**6.3 CUSTOMER CHARTER**

**6.3.1 Our CONDUCT and commitment to all our customers:**

* We will always respond to enquiries within an agreed timeframe.
* If we’re not right for you, we’ll help you find someone who is.
* We will provide services in the way that you want us to.
* We will regularly check and monitor the service you are receiving to ensure that we are working to the highest possible standards.
* We will invite your feedback to help us improve our services.
* We will ensure that all of our staff are courteous, professional and respectful of your needs and confidentiality at all times.
* We will deal with any issues or concerns raised quickly, sympathetically and professionally, with the least disruption to you.

**6.4 CUSTOMER SERVICES**

6.4.1 This work instruction assists staff to understand how they should greet, respond and support Service Users and other customers in compliance with the Phoenix Support Customer Charter which is detailed in 6.3 of this policy.

6.4.1 Meeting and Greeting, it is important to be polite, courteous, respectful at all times. Ask the visitors name, business (if not known) and request ID where appropriate and introduce yourself.

6.4.2 If you are unable to answer the enquiry please find a senior member of the team who may be able to help. Confidentiality of information must be respected at all times.

6.4.3 If the visitor has an appointment, the staff they are meeting with should ensure that they are seen on time and make arrangements to provide a private area to discuss and confidential issues.

6.4.4 Answering the Telephone; this must be answered within 3 rings; when answering the telephone, clearly state the name of the organisation, your name and ask how you may help. Always ask for the name of the caller.

6.4.5 If transferring the call, announce the name of the caller to the recipient.

6.4.6 If the person they wish to speak with is not available please take a message. Record the message in the office diary for the person who was called together with the name and the return number of the caller.

6.5.7 Responding to Enquires and Telephone Calls; all telephone messages must be responded to as soon as possible and information should be provided in a way that is most helpful to the caller. The office manager should follow the pre-admission procedure which details the information that should be given to those who make enquiries about accommodation.

6.5.8 Responding to Complaints; when people complain they are often distressed and angry. Be calm and reassure them that you have recorded the complaint and, if you are not the manager, you will forward the details to an appropriate manager who will follow the complaints procedure. Also see Comments, Compliments and Complaints Policy PP02.

6.5.9 All staff members, regardless of their roles and responsibilities will be required to read and follow this guidance, which must be part of the training of every member of staff in Phoenix Support’ services.