

Healthwatch Croydon Customer Charter

Purpose of this document

Healthwatch Croydon recognises that in order for us to provide a service that is efficient and effective there are certain standards we must achieve. We have developed a customer charter and a set of standards which we will strive to meet.

We will review this policy on a regular basis.

Date: January 2015

Date of review: January 2016

Customer Charter

We promise to:

- Provide our services in a prompt and professional manner
- Use plain English and avoid jargon
- Communicate in a way that best suits your needs, e.g. using larger font sizes in written material, or using a translation service
- Resolve all enquiries promptly at the first point of contact, where this is not possible we will inform you when you can expect a response
- Listen to you, ask for your views and act on your feedback to improve our services
- Be open and honest and explain our decisions
- Apologise when we make a mistake and put things right
- Develop a website that is easy to use, that will contain up-to-date information to enable customers to find the information they need
- Accept your right to complain. Our complaints procedure is available on our website and on request

Customer Service Standard

If you contact us by email we will aim to:

Respond to your email within 2 working days of receipt. If we are unable to resolve your enquiry in full or require more information, we will let you know why and when you can expect a response.

If you contact us by telephone we will aim to:

- Answer your call with 5 rings in a courteous and professional manner. If we are not in the office you will be able to leave an answerphone message
- Check answerphone messages daily and respond to recorded messages within 1 working day
- Resolve your call at the first point of contact where possible
- Where this is not possible, we will explain why and let you know when you can expect to hear from us

If you contact us by letter:

- We will reply to you within 5 working days of receiving your letter.
If you are not happy with our service:
- We will acknowledge your complaint within 5 working days
- And will adhere to the timescales set out in the Healthwatch Croydon Complaints policy

Healthwatch Croydon staff and volunteers come from different backgrounds and have different interests. We know that our background, experiences and interests affect how we feel about and respond to different issues. Whilst acknowledging this, it is however important that people and organisations who work with us are clear what they can expect from someone who is representing Healthwatch Croydon.

We commit that when we are representing Healthwatch we will:

- Set aside our personal views and speak on behalf of consumers of health and social care services
- and present a Healthwatch viewpoint
- Come with a positive attitude
- Acknowledge all views and opinions
- Put Equality and Diversity at the heart of our contributions
- Provide constructive challenge from a consumer and public perspective
- Do what we can to empower people to have their say
- Respect the confidentiality of individuals and organisations in line with the Healthwatch Croydon's confidentiality policy

Staff and volunteers of Healthwatch Croydon have the right to feel safe and to be treated with respect and courtesy. Healthwatch Croydon expects staff and volunteers to follow its Lone Worker policy and to take appropriate actions to maintain their safety. Staff and volunteers are entitled to politely refuse to deal with members of the public or other organisations who fail to show respect or courtesy.