



Customer Care Policy

This Customer Care Policy applies to all employees, associates, volunteers and student interns working for or with Autus

Who is a customer?

We adopt a broad definition of "Customer" which includes all service users, clients, partners and funders as well as those with the potential to be so.

STATEMENT OF INTENT

Autus aims to provide the highest level of service to its customers. In order to achieve this all staff make a commitment to be professional, customer focused and reliable.

Our Customer Care Policy is underpinned by our Equal Opportunities, Safeguarding and Health & Safety Policies.

POLICY

It is our policy to provide a high level of service to all of our customers regardless of their race, gender, background, nationality, disability or other status. Autus commits to the following standards of customer care:

- Provide the same level of customer service regardless of the size and / or value of the job.
 - To respond to telephone queries within 24 hours
 - To respond to email queries within 2 working days
 - To keep customers informed of progress of work in a way which meets their needs (both in terms of frequency and communication medium used at least once every 2 weeks or as agreed in writing by email, IM, project plans and/or contracts)
- Deal with customers honestly, fairly and politely.
- Be trustworthy and reliable and respect confidentiality.
- Consider the customer's needs and any special requirements they might have.
- Be responsive and helpful.
- Meet our deadlines and keep the customer informed of progress.
- When we cannot provide exactly what someone wants, be innovative and suggest alternatives.
- Apologise if things go wrong and do our best to put things right.
- Listen to feedback, act on it and respond.
- Keep customers informed of new and improved services available.
- Efficiently and effectively deal with complaints in accordance with our complaints procedure.

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COMPLAINTS

Whilst we are committed to providing the very best quality of service to our customers we acknowledge that there may be occasions where our customers are not satisfied with our level of service provision. In such circumstances we welcome constructive feedback and will use the following procedure to deal with any complaints.

All complaints will be dealt with on a confidential basis.

If your complaint is relating to safeguarding vulnerable adults or young people concerning the behaviour/ actions of an Autus staff member or volunteer please use the Safeguarding Policy / Procedure where you have the option to report to a manager or the Safeguarding Officer.

How to make a complaint and how it will be handled:

1. Please set out the details of your complaint in writing to the CEO of Autus via post to our registered address or email to info@autus.org.uk. The CEO has the responsibility of monitoring service quality and improvement. Although we do accept anonymous complaints, it is much more difficult for us to effectively deal with issues raised on this basis.
2. We will give an initial response to your complaint within 3 working days. This will set out who will be dealing with your complaint and your point of contact for the matter. Your point of contact will keep you informed of the progress of your complaint and is there to answer any questions or concerns you may have.
3. The Board of Trustees will discuss the matter at the next scheduled meeting. In the meantime the CEO will gather relevant information about the matter to ensure that Trustees have material facts relating to the complaint at their meeting.
4. At the meeting the Board of Trustees will discuss the matter and where applicable nominate an officer or set up a committee to conduct a full investigation into the matters raised, over the next 10 working days. This will involve actions such as discussing the complaint with all relevant parties including the complainant and we may contact you during this time, for further clarification. We will use this time to gather all relevant information relating to your complaint. If further time is needed to conduct our investigations you will be notified and advised of a realistic timescale. Complaints relating to safeguarding will be dealt with under the Safeguarding Policy / Procedure.

Possible outcomes or results of complaints:

We hope to resolve complaints to the satisfaction of all parties on an informal basis. Where this is not suitable the Chair of the Board will determine an appropriate course of

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action which may involve external support or mediation from Croydon Voluntary Action or other specialist services. Whatever the outcome, you will be informed in writing. The following is a non-exhaustive list of possible outcomes (formal and informal)

- a. An explanation or apology
- b. A review of a current company policy, custom or practice
- c. Disciplinary action taken against a staff member
- d. Closure of complaint without action