



# **Customer Care Charter**

**Approved by Board of Trustees on: June 26<sup>th</sup> 2018**

**Lead Staff Member: Jackie Rosenberg**

## CUSTOMER CARE CHARTER

Paddington Development Trust is committed to providing the highest possible standard of service and care to all our clients. To this end we expect all our staff and volunteers to adhere to the following charter and encourage all users of our services to use our Complaints Policy if we do not provide a satisfactory service.

PDT will:-

- Answer letters and emails within 7 calendar days
- Answer the telephone (or respond to voicemails) quickly i.e. ensure telephone messages are dealt with within 24 hours
- Give our name when answering the telephone
- Use plain English in all written communication
- Be polite, courteous and helpful and show every customer/client respect
- Be on time for meetings and appointments and seek to hold them at a time to suit customers/clients

Make sure that our staff and volunteers are approachable and trained in all aspects of their work:

- Staff and volunteers will receive training to offer clear answers to questions in a helpful and friendly way
- Where appropriate, all our staff and volunteers will be checked with the Disclosure and Barring Service.
- Staff and volunteers will receive training in recognising, accepting and valuing diversity in line with our Equalities Policy.

Achieve our service standards:

- We will provide a complaints procedure so you can highlight to us ways in which to improve our services
- We will make use of clear procedures, which are regularly reviewed, to help ensure everyone received a good service