

1. INTRODUCTION

As a caring organisation providing services to the Rett Community and a range of other people and organisations, it is imperative that all our customers receive relevant and good quality services, delivered in a friendly, efficient and helpful way. Rett UK has provided such services for over 30 years and continues to want to identify and deliver improvements to effectively support the wide range of customers it works with, in line with customer requirements.

2. PURPOSE

Ensure that all the 'customers' involved with the organisation are effectively supported and that the services they require are promptly and courteously delivered.

3. DEFINITIONS

Customer: encompasses a wide range of individuals and organisations, including families and their dependants, organisations, partners, funders, staff, office and project volunteers, trustees, potential families and members of the general public.

Customer Care: providing good quality services in a friendly, efficient and helpful way, ensuring good communication, a positive attitude to all customers' needs and continually striving to improve services.

4. ORGANISATIONAL AIM

Deliver effective services across a wide range of different customers, enabling them to meet their needs and the organisation to achieve its customer service objectives.

5. OBJECTIVES

1. **Courtesy:** with all staff and volunteers effectively trained to deliver friendly and courteous services and knowledgeable and helpful in meeting the needs of their 'customers'.
2. **Communication:** whether face to face, telephone or electronic, is dealt with promptly and effectively within reasonable timescales.
3. **Consistency:** of services and information are effectively and consistently delivered, ensuring that all customers receive the relevant service/ advice/ information to meet their needs.
4. **Complaints and Compliments:** are effectively and promptly investigated, with effective feedback to the complainant, in line with their needs, and compliments are acknowledged, both to the individual and the staff/volunteers who provided the excellent service.
5. **Access to information:** enabling customers full access to their personal/ confidential data held by the organisation, in line with the Data Protection Act 1998.
6. **Reduce bureaucracy:** through the ongoing improvement of customer service processes and the development and use of succinct and effective information collection and handling systems.
7. **Feedback:** is regularly sought (at least annually/at the end of service/ project liaison groups) to ensure that customer views enable quality to be monitored and any required improvements/changes are identified and implemented.

6. ROLES AND RESPONSIBILITIES

Trustee Board

- Ensure that the outcomes of any service complaints have been effectively delivered and that any lessons learnt are implemented where required.
- Regularly review the Complaints Log to identify any reoccurring issues that may need to be improved / implemented in other areas.

Chief Executive Officer

- Ensure that any service complaints are promptly and effectively dealt with and deliver customer's satisfaction and needs.
- Ensure that compliments are passed on to the relevant staff and volunteer.
- Provide customer service training for staff and volunteers during induction and ongoing, to ensure that they deliver services in line with the policy requirements.
- Learn from any surveys/review results and use regular customer feedback to change/improve services.

Staff / Volunteers

- Deliver effective services to customers, including other staff and volunteers ensuring that delivery is in line with the organisation's policy and objectives.
- Actively look for ways of improving services to meet customer needs, implement change and monitor feedback to ensure its success.

'Customers'

- Inform the organisation of any concerns/complaints/compliments concerning their customer service delivery, to enable concerns/complaints to be rectified, compliments to be passed on and services to be improved.

7. TRAINING

The organisation will ensure that customer care information is provided for both staff and volunteers, during induction and beyond, providing specialist training where required to meet the specific needs of a customer group.

8. MONITORING AND REVIEW

Customer services will be regularly monitored through for example, service reviews, customer surveys (including staff and volunteer feedback), project liaison groups, and complaints evaluation, to identify and deliver improvements in line with customer feedback.

10. EQUALITY

Customer services will be effectively delivered in line with identified needs, including meeting any specific requirements of customer with 'protected characteristics'.

11. CONCLUSIONS

Delivering excellent customer care is vital in all organisations, to ensure that services are effectively delivered. For our organisation this includes not only working with families and their relatives and friends, but thinking more broadly to include staff, volunteers, partners, funders, potential clients and members of the general public. Using their input and feedback enables us to continue to identify and deliver change, improving services and helping use to continue to improve.

12. RELATED POLICIES AND PROCEDURES

Customer Complaints Procedure

13. RELATED FORMS

Customer Complaint Log