



## Customer Care Policy

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## Involving our Service Users

Autism Bedfordshire will make sure we understand what our customers need, and develop our services around our customers' expectations.

Autism Bedfordshire will:

- Regularly ask customers for their opinions about our services.
- Ensure that our customers help shape the services we deliver.
- Be honest about what we can do and what we can't.

## Our Staff and Volunteers

Autism Bedfordshire recognises that we rely on our staff and volunteers to deliver great customer care.

Autism Bedfordshire will:

- Ensure our staff and volunteers are trained and competent to deliver our services.
- Ensure our staff treat every service user as we would wish to be treated ourselves with respect, courtesy and understanding.
- Train every member of staff and volunteer in customer care.

## Contacting Us

Autism Bedfordshire will provide different ways to help people contact us and access the services they need.

Autism Bedfordshire will:

- Make information about Autism Bedfordshire and its services easily available.
- Publish opening hours and describe how to access services.
- Provide a welcoming, friendly environment, easily accessible to all.

## How We Communicate

Autism Bedfordshire want to make every contact a positive experience for our service users.

Autism Bedfordshire will:

- Always listen carefully to what customers and colleagues say.
- Be polite and honest.
- Give a contact name and details.
- Let people know what will happen next.
- Point people in the right direction if we can't help.
- Provide a suitable environment and ensure confidentiality.
- Write letters, emails and publications that are easy to read and understand.
- Respond to letters and emails promptly and when that is not possible, we will send an acknowledgement with details of who is dealing with the matter.
- Let people know if there will be a delay in responding.
- Ensure answer-phone messages are clear and tell people when to expect a reply and offer an alternative contact.

## Measuring How We Perform

Autism Bedfordshire want to make sure that our commitment to customer care is making a difference, and we will assess our success by measuring what our service users experience.

Autism Bedfordshire will:

- Seek regular feedback from service users.
- Publish details of how service users can tell us about complaints, pay compliments and give us feedback.
- Investigate all complaints thoroughly, as quickly as possible, and learn from mistakes.