

EQUIP CLIENT CASEWORK CHARTER

We will . . .

Answer letters within 7 days

Acknowledge emails within 3 working days

Answer the phone quickly, within 5 rings wherever possible

Give our name when answering the phone

Use plain English in all our communications

We will ensure all our materials are accessible, easy to read and in the appropriate format. We will ensure all materials are available as read aloud as appropriate

Be polite, courteous and helpful and show every customer respect

Be on time for meetings and appointments and seek to hold them at a time and location to suit customers

Ensure a pre-assessment is completed within 2 days wherever possible

Ensure equality needs are assessed and included in pre assessment

Ensure a client care letter is sent within 2 working days

Ensure client feedback is sought within 28 days after case is closed

Monitor any referral and signposting to ensure case is being handled

Any complaints on referral and signposting is followed up within one week

Make sure 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 customer questions in a helpful and friendly way
- All our staff and volunteers are DBS checked
- Staff and volunteers receive training in recognising, accepting and valuing diversity

In order to achieve our customer standards we will:

- Monitor our performance against the standards every quarter and provide additional support and guidance to staff as appropriate
- Provide a complaints procedure so you can highlight to us ways in which to improve our services
- Undertake regular client satisfaction and feedback so we can improve our services
- Make use of clear procedures, which are regularly reviewed, to help ensure everyone receives a good service