

# 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
- ⇒ 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 a 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 & volunteers will receive training to offer clear answers to customer questions in a helpful & 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 clear use of procedures, which are regularly reviewed, to help ensure everyone receives a good service