

BIELD HOUSING ASSOCIATION

HOUSING SERVICES AND CARE SERVICES

POLICIES PROCEDURES AND GUIDELINES

VALUES & OBJECTIVES

3.8 CUSTOMER CARE

Bield is committed to providing a professional, efficient and high quality service that meets the needs of all our customers and has developed a set of Customer Care Standards. A copy of the standards is available on the website and Grapevine.

Bield believes that people of all ages, including older people, are valuable individuals with equality of rights and responsibilities. Older people should be able to live with dignity and security, have freedom of choice and independence in their daily living, enjoy privacy and be able to realise their potential in diverse ways as respected members of society. This means that our service users have the right to be treated with respect and courtesy and to be aware of the minimum service standard they can expect. Our Customer Care Standards sets out the minimum level of service they can expect.

However, we are always striving for excellence and will try to exceed these standards where possible. Bield is committed to monitoring our performance and report this back to service users annually and openly encourages service users to tell us when our service fails to meet their expectations in order that we can put it right and continually improve the service we provide. Bield also welcome feedback on good service.

Based locally and having daily contact with many of our service users, Local Managers have a key role in upholding and delivering good Customer Care.

Staff and Volunteers are expected to:

- Treat service users fairly and equally when using our services
- Be honest and courteous at all times
- Respect the right to confidentiality
- Ensure by listening to service users that their needs are identified and understood
- Keep personal information secure and in accordance with Data Protection legislation
- Always identify themselves by name or by name badge
- Take into account service users needs if they have a disability
- Take into account service users needs if their first language is not English
- Assist and support service users to resolve their query
- Provide accurate information in response to any queries raised
- Be appropriately trained to carry out their roles.
- Expect and have the right to be treated with respect.
- Have the right not to be abused or to be threatened with or to suffer violence.

Visitors to the development

The Local Manager will often be the first point of contact for contractors, health professionals, service user's visitors etc. They therefore have a key role in welcoming visitors to the development and to assist them with any enquiries they may have. The basic principles of customer care listed above are also relevant when dealing with visitors and will help ensure that Bield's image and reputation are held in high regard.