

Living Well Bromley

Standards for Guests

Throughout this policy the term 'guests' represents Living Well Bromley's service users and/or users.

1. Introduction

- 1.1 Living Well Bromley is committed to delivering excellent client service. This customer care policy sets out what this commitment means in practice, what our guests can expect from us and what we expect from our guests.
- 1.2 Living Well Bromley provides a wide range of services for vulnerable and homeless people from Bromley and the surrounding boroughs, and it is important that everyone receives the same high quality response. If we are unable to help our guests, or there are other service providers that can help more than us, then we will signpost/refer guests to appropriate external services.

2. Our promise to you

- 2.1 We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Workers and volunteers are responsible for providing an efficient, caring and professional service.
- 2.2 Responses

Guest contact should be provided in the most appropriate format. For example, it is not necessarily the case that all letters will receive a postal response.
- 2.3 We will ensure that you are dealt with:
 - as quickly as possible
 - fairly
 - in a courteous, helpful manner.
- 2.4 We will always:
 - be open and honest and explain our decisions
 - ensure that workers take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague
 - give as much information as possible to help you make informed choices
 - act in accordance with the law.
- 2.5 We would like you to:
 - give us the information we need to help you
 - not to deliberately mislead us
 - treat all our workers fairly and with respect
 - give us your views and suggestions to help us to improve our services.
 - keep any appointments that you have with us.
 - tell us if you know of any other guest who needs our help or feel they have not been treated fairly.

3. Our customer care standards

As Living Well Bromley's services are only open part time, the quickest way to reach us will often be by email, which we can monitor when not at Living Well.

Face to face contact

3.1 We will:

- make sure that our buildings are accessible
- display the opening times of public buildings and adhere to them
- greet visitors and introduce ourselves in a courteous manner
- respect your privacy, offering private areas for discussion if required
- listen to you and respond to your needs
- be welcoming, courteous and helpful at all times
- treat your home with respect if we visit you.

Contact by telephone

3.2 We will:

- aim to answer telephone calls or answerphone messages within a reasonable time, in line with the capacity of the service
- attempt to resolve your query at the first point of contact. If this is not possible we will pass your call to someone who can help and ensure that you have the name of the person dealing with the query.

Contact in writing

3.3 We will:

- aim to respond to standard written enquiries within seven working days of receipt, resolving the issues raised if possible. If the issue is more complicated and likely to take longer to resolve, we will give you an idea of how long this will take.
- ensure that our guests are aware of relevant policy and procedures that apply.

Contact by email

3.4 We will:

- try to monitor emails every day, even when Living Well Bromley is not open, and let you know we have received your message
- deal with emailed enquiries within seven working days of receipt. If the issue is more complicated and likely to take longer to resolve, we will give you an idea of how long this will take.

4. What we ask of you

4.1 Living Well Bromley's workers and volunteers and our other guests should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, workers will ask the person to

leave the building or to terminate the telephone call. We will take appropriate action against any individuals who are abusive to workers or other guests.

- 4.2 We expect all guests who attend activities or services at Living Well Bromley not to be under the influence of alcohol or illegal drugs or bring alcohol or illegal drugs onto the premises.
- 4.3 When there is unacceptable behaviour, the Chair/s of Living Well Bromley, in consultation with team leader/s present, will decide what sanctions might be appropriate. This might include barring a person from attending Living Well Bromley for a period of time or for ever.

5. Delivering an effective service to users with different needs

- 5.1 All our guests have the right to expect the same level of service. We will not make assumptions about people's needs or abilities but will consult them to identify their needs.
- 5.2 We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can, dependent on resources and availability, get access to interpreting, translation and communication support.

6. Making the policy a success

- 6.1 This policy sets out Living Well Bromley's commitment to our guests. In order for us to learn and improve our services we want to use the feedback from the contact that we have to make changes.
- 6.2 We will do this by:
 - publicising our standards to our guests
 - carrying out customer surveys or other methods to measure the success of the policy
 - introducing internal monitoring to help all our services meet the standards
 - supporting and training workers to provide better customer service
 - monitoring our complaints to identify where we need to make improvements
 - maintaining a policy on dealing with potential conflicts of interest.

7. Customer care policy

- 7.1 If you feel that we have not met the standards set out in this policy, you can speak to a member of our staff or to one of the trustees to give us your feedback. All feedback received will be investigated and receive a full response. If the person you want to speak to is not immediately available, you can ask our administrator to make an appointment when you and the other person can attend.
- 7.2 You may make a complaint under our complaints policy.

8. Confidentiality, Data Protection & Privacy

- 8.1 All our guests have full access to all their information and data that we hold. Data and information will be used in line with our *Data Protection Statement* and *Confidentiality Policy*.

9. Review

- 9.1 This policy and procedure will be reviewed by Trustees nine months after initially being adopted and thereafter every two years.
- 9.2 We will review this policy and procedure to address legislative, regulatory, best practice or operational issues.

Date adopted: 27 September 2019

Last reviewed: 27 September 2019

Next review: June 2020