

## **Brighton and Hove LINK Support Team Customer Service Charter**

If you contact us for any reason, you are one of our customers. This customer service charter is a guide to the quality of service you can expect to receive.

Who we are and what we do:

We are a small staff team who provide support to the Brighton and Hove Local Involvement Network (LINK). The LINK is a statutory body made of individuals and groups (volunteers) who work together to improve health and adult social care services. The LINK is the independent watchdog for health and adult social care in Brighton and Hove. The LINK is funded via the Local Authority using public money.

The LINK office aims to provide an efficient, effective, excellent, equitable and empowering service – with the customer at the heart of our service provision. We treat everyone fairly, whatever their age, sexual orientation, religious belief, disability, gender or race.

The LINK received a commendation in the Brighton and Hove Public Service Awards for innovative customer service in 2010.

We commit to:

1. listen carefully to what you say to us
2. use plain English and avoid jargon
3. be polite
4. be honest and open
5. apologise if we make a mistake
6. be sensitive to your needs/situation
7. provide clear and accurate information
8. give you individual attention
9. approach enquiries from your point of view
10. provide a variety of ways to contact us (phone, freepost, online, email, SMS, Facebook etc.)
11. monitor our customer service quality
12. resolve complaints quickly and efficiently

We aim to:

1. Where the appropriate member of staff is not available, where possible, they will get back to you within the next working day.
2. keep you informed if we cannot answer your enquiry or request immediately
3. sign-post you to another service or organisation if it is outside of the LINK remit or we cannot help
4. send any information out to you the same day
5. answer enquiries there and then
6. answer all telephone calls, in normal circumstances, within 5 rings

If someone is abusive staff will politely but firmly close the conversation.

You can help us by:

- telling us how we can improve our service
- asking us to explain anything you are not sure of
- telling us if you are unsatisfied with our service
- giving us all the information we need to help you