

The Services Directorate CUSTOMER SERVICE STANDARDS

The Services Directorate is committed to providing a high standard of service to all its customers. This document tells you about our code of practice (what you can expect from us).

WHO ARE OUR CUSTOMERS?

We consider everyone we do business with to be our customers, whether inside or outside RAD, including (but not limited to):

- Colleagues; staff, managers, directors and volunteers
- External organisations
- Freelance interpreters
- Funders
- Members of the public
- Service users/clients
- Health and other professionals
- Potential staff (candidates for jobs)
- Trustees

LETTERS

When we receive a letter we will:

- Reply within 3 working days, even if just to acknowledge receipt of the letter and to say that a fuller response will follow
- Respond more fully within 5 working days. If considerable evidence/information gathering is required in order to provide a detailed and accurate response a maximum of 10 working days might be acceptable in exceptional circumstances

When we write a letter we will:

- Use RAD's standard corporate stationery and templates
- Ensure that all letters are logged in the outgoing post book to ensure effective tracking
- File a copy of the letter on the relevant file for future reference

EMAILS

When we receive an email we will:

- Reply within 3 working days. If it is not possible to reply with a full response, a brief holding email will be sent acknowledging receipt and confirming that a fuller response will follow
- Respond more fully within 5 working days. If considerable evidence/information gathering is required in order to provide a detailed and accurate response a maximum of 10 working days might be acceptable in exceptional circumstances
- File the email in an appropriate folder for ease of future reference

When we send an email we will:

- Use RAD's standard corporate template
- Be precise and concise and consider necessary cc's carefully

We will also:

- Switch on our "out of office assistant" if we are unable to check emails for a day or more, giving an alternative contact in case the subject of the email is urgent and stating when we will next be checking emails

FAXES

When we receive a fax we will:

- Reply within 3 working days even if just to acknowledge receipt of the fax and to say that a fuller response will follow
- Respond more fully within 5 working days. If considerable evidence/information gathering is required in order to provide a detailed and accurate response a maximum of 10 working days might be acceptable in exceptional circumstances

When we send a fax we will:

- Use RAD's standard corporate stationery and templates
- File in an appropriate file for ease of future reference

VOICE PHONE AND MINICOM

When we receive a call we will:

- Answer with a greeting (including RAD if external caller) and individual's name
- Answer within four rings (in person or by answer phone)
- Be professional, polite and courteous

When we receive telephone messages we will:

- Return calls as soon as possible the same day or the next day if we are otherwise engaged in meetings etc.

SMS

When we receive an SMS we will:

- Reply as soon as possible the same day or the next working day (latest)
- Forward the sms message to the relevant person upon receipt (the same day) if it is for the attention of a colleague (the sender will be informed of this action)

If we are not at work we will:

- Ensure our phone is being monitored in our absence

MEETINGS

When we have meetings arranged we will:

- Keep to appointments or cancel/rearrange in advance
- Ensure interpreters are booked appropriately and promptly
- Arrive for meetings on time
- Prepare for meetings in advance
- Respect meeting timings
- Allow all those present to contribute

GENERAL

In addition to the above we will:

- Be welcoming and friendly
- Take time to understand the needs of others
- Be Deaf aware and try to use sign language at all times (if possible) or use an interpreter
- Ensure promotional materials are provided where necessary
- Carry/provide business cards where appropriate

- Signpost people appropriately
- Ensure the information we provide is accurate and up to date by Using up to date, recognised and established sources through the internet or recent publications
- Taking time to find and check information is accurate
- Being honest with the customer if we do not know the answer; signposting effectively or taking additional time to source reliable information

INTERNAL

We will:

- Respect and support our colleagues
- Take time to understand colleagues roles/responsibilities
- Use Skype in order to communicate with colleagues promptly and effectively
- Ensure our offices are tidy and organised and ensure information displayed is up to date
- Be aware of and understand RAD's policies and procedures

HOW WE WILL MEASURE OUR PERFORMANCE AGAINST THESE STANDARDS?

We will:

- Ask for feedback from our customers
- Give feedback to each other where appropriate or via line manager if appropriate
- Monitor/discuss our performance through supervision