

Customer service and complaints policy

Customer service is a top priority of People Power Consultants. All clients of potential clients will be treated promptly, professionally and respectfully. We will:

- treat all customers with respect and courtesy
- listen to what customers have to say
- personalise the service to the needs and circumstances of each customer where practical
- always do what they say they are going to do, or update the appropriate person if things change, offering an explanation for the change
- respond to enquiries promptly and efficiently
- consult customers about their service needs

Standards

Customers should be advised how long a service will take to achieve the expected outcomes. If a delay occurs, the customer will be advised and staff will take action to overcome any possible delays.

When answering your telephone call we will remain polite at all times and assist you where possible. We will aim to answer the call within three rings if they are available to take it. If we are unable to answer a call, if you leave a message we will contact person concerned at the first possible instance.

If we are not able to answer a query immediately, we will take contact details and provide a response within two working days where the query is not of a complex nature. If more than two days is required, the caller should be kept informed of progress with their enquiry. In the case of enquiries for a named person not expected to be available within the following two days, then the customer should be advised of the expected timeframe and offered a suitable alternative contact where possible.

Email

Emails sent to us will be responded to within two working days. If a response is going to take longer than two working days to provide, the enquirer will be informed of progress and a realistic time scale set for resolution.

Face to face meetings and coaching

Where staff meet face to face with customers, they will introduce themselves immediately, or if the staff member is already engaged with a customer as soon as they are free.

Complaints

People Power Consultants are committed to providing the best quality customer service to all our clients and prospective clients. We therefore welcome comments about our service so that we may continually improve.

We want to help you resolve any concerns as quickly as possible and will therefore progress any complaint or expression of dissatisfaction with our service even if it has not been positioned as a formal complaint. We will listen to your concerns, treat them seriously, and learn from them so that we can continuously improve our service.

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- The standard of service we provide
- The behaviour of our staff
- Any action or lack of action by staff affecting an individual or group

Our complaints policy does not cover:

- Matter that have already been fully investigated through this complaints procedure
- Anonymous complaints

Procedure

Complaints, although rare, are treated seriously, whether they are made by letter, phone or email. You will be treated with courtesy and fairness and would ask that you approach our staff with the same respect. We will deal with your complaint promptly with an acknowledgement being sent by email within 3 working days.

We aim to complete our investigations in a timely manner. Once the issue has been investigated and resolved, we will send a full reply detailing the outcomes. We maintain a report of all complaints received, communication and resolution, and to ensure we improve our processes and procedures where possible to avoid future similar issues.

To contact us please email: Victoria Garratt info@peoplepower.org.uk

Or in writing to Waffle21, Colonial House, Swinemoor Lane, Beverley HU17 0LS