

Customer Care and Complaints Policy

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About TalentEd

TalentEd is a registered charity, committed to delivering services which address the following objectives:

1. The advancement of education; and
2. The relief of those in need by reason of financial hardship or other disadvantage

We do this by supporting high ability students from low income backgrounds to help realise their full academic potential.

1. Introduction

This Policy sets out the principles, ethos and standards of customer service and customer care the charity will deliver, including the handling of complaints, as part of our commitment to deliver an excellent service.

It is the intention that all employees and representatives of the charity recognise, understand and deliver good customer care to drive our reputation and impact.

2. Policy statement

Just as the effects of poor customer care are wide ranging and can impact on everyone in the organisation. Employers and employees have an interest in ensuring that the positive impact of excellent customer care and adopting a positive, helpful approach are realised through a positive customer care policy.

By working together to establish and maintain ways of monitoring and controlling customer care the charity is not only minimising the risk and the impact on the charities reputation controlling costs and maximising the social return on investment from charitable funds it is also ensuring the fair and consistent treatment of the whole workforce.

Our Customer Service Standards include:

Courtesy

Employees and representatives of the charity are educated in the service standards of the charity; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our beneficiaries, partners and other stakeholders.

Confidentiality

All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence, for the sole use of TalentEd in meeting its stated objectives. No information will be released to partner organisations, or any third party in a format that will allow identification except with the express consent of the provider or as may be required by law. Full details are set out in our Privacy Policy.

Communication

All correspondence will be responded to in a clear, concise and timely manner. Our aim is that all correspondence, from date of receipt, will receive a response within 2-3 working days; more complicated issues will receive an acknowledgement within the response time, and continuous updates on the progress of the case until a resolution can be achieved.

Consistency

As part of its commitment to upholding professional standards, TalentEd has implemented and constantly reviews to ensure that their applications of all services are consistent.

Handling complaints

TalentEd seeks fair, just and prompt solutions when possible to any complaints. All such issues should be directed to the TalentEd Offices in the first instance, where they will be acknowledged and directed to the attention of the appropriate person.

Transparency and access to information

TalentEd complies fully with the provisions of Data Protection Act 1998 and General Data Protection Regulations 2018. Any personal or confidential information held by Cleaner Direct about a colleague, subcontractor or client is fully accessible to that person or body for review. Full details are set out in our Data Protection and IT Policy.

Consultation and feedback

Consultation is an important part of meeting our objectives. TalentEd encourages feedback and conducts regular surveys of the needs and perceptions of its customers, using the feedback to enhance its service.

3. Customer Care Principles

The following principles underpin TalentEd standards:

- Be attentive and courteous
- Be professional and suitably presented
- Be honest and fair in dealing with customers
- Respond quickly to requests for assistance
- Provide service that is fair and accessible to all
- Record and monitor compliments and complains
- Ensure complaints are dealt with openly, promptly and fairly
- Actively seek the views of customers and staff
- Share good practice

If representatives of the charity fail to deliver these principles without an acceptable explanation, formal action may be taken by the charity.

4. Complaints Procedure

In the first instance any complaints should be directed by mail or email to the TalentEd Office where it will be reviewed and fielded to the relevant parties to deal with. TalentEd will endeavour to respond within 2 working days of receiving the complaint.

Where the matter requires further investigation, a holding acknowledgement will be sent and the matter will be seek to fully investigate the matter and respond formally within fourteen working days.

If a customer does not feel there complaint has been dealt with appropriately then they should write to the Chief Executive who will endeavour to respond within 2 working days.

Where the matter requires further investigation, a holding acknowledgement will be sent and the matter will be seek to fully investigate the matter and respond formally within fourteen working days.

Should the complainant feel there complaint has not been dealt with in the appropriate manner or agree with the outcome from the Chief Executive they may appeal to the Chair of Trustees. The Chair will arrange for the matter to be investigated and respond within fourteen days. Any decision or outcome from the Chair will be considered final.

The charity will monitor and report on complaints at regular intervals.

5. Persistent or Offensive Complainants

The charity will attempt to meet the expectations of all its customers and will ensure that any matters are suitably and fairly investigated and followed up through its full internal structures. Where a customer continues to complain about an issue that has been through and exhausted the procedure set out above the Charity may choose not to pursue the matter further clarify its decision not to further investigate the matter.

The Charity reports regularly on our approach to customer care and the handling of any complaints and opportunities to improve our services as a consequence of feedback received.

6. Follow up

The charity takes customer care very seriously and will take all steps to ensure that standards are not compromised and where examples exist may take further internal action to improve the performance of its representatives or service.