

### Customer Service Centre

- We provide a wide range of communication to ensure our service is accessible to all
- We will provide a high quality, customer focused service, which is cost effective
- We ensure high levels of customer satisfaction through regular consultation and engagement with our customers
- We will always communicate with customers, relatives, key holders and friends with respect and empathy
- We ensure customer confidentiality at all times
- We will ensure all staff are continually trained and qualified, using various methods, to deliver a high quality service to the customer
- We will continue to improve the service, through performance monitoring, ensuring our staff provide a professional service
- We will respond to all email enquiries within 24 hours. If we cannot resolve your enquiry within this timescale, you will be notified
- We will respond to all voicemail enquiries within 2 hours. If we cannot resolve your enquiry within this timescale, you will be notified