

Co-operative Assistance Network Limited

Customer Care Policy

Aim

To build mutually beneficial, co-operative, long-term trust relationships with our customers based upon open and honest communication, high endeavour, appropriate quality standards and best possible value for money.

Our objective is to ensure that:

- Quality of service is the best we can deliver for the agreed budget
- Customers are confident to recommend our services to others
- There is effective communication
- There is a complaints procedure that triggers a timely remedial process.

We will therefore take the following actions:

- Produce promotional material that provides good guidance on services available and how to access them
- Provide facilities and guidance for customers to communicate easily with us by phone, post and internet
- Answer incoming enquiries immediately where possible or to agree a deadline where the information needs to be researched or originated
- Ensure that customer's needs are accurately established before suggesting solutions
- Offer only what we can deliver to a quality and delivery arrangement suitable to customer needs
- Ensure that we are fully conversant with customers' reporting and record keeping requirements and our internal systems are adapted as necessary to fit with them
- Keep records of customers' contact details, enquiries and transaction histories
- Continuously develop our quality assurance system to support product and service quality
- Communicate immediately with customers should we become aware of any problem that might affect service delivery or quality
- Provide mechanisms such as feedback sheets and follow up surveys to establish customer satisfaction levels

- Keep records of customer feedback
- Analyse these records to find ways to improve customer satisfaction
- Provide customers with a means of raising concerns over service quality through our complaints procedure
- Acknowledge receipt of all complaints immediately with a commitment to follow up
- Obtain further information and guidance from the customer on their dissatisfaction where appropriate
- Take appropriate (remedial) steps to address the needs of the customer or make restitution of part or all of their invoice for the service
- Input the complaint into the quality assurance process to ensure that appropriate (improvement) action is taken to improve future service.

Responsible Department: Marketing

Implementation Date: 07 May 2009

Review period: 5 years

Next review due: 07 May 2024

Agreed at Directors Meeting of 07 May 2009

Passed at Members Meeting of 07 May 2009