



Customer Care Policy

The Anti-Tribalism Movement is committed to delivering excellent customer service. This customer care policy sets out what this commitment means in practice, what our customers can expect from us and what we expect from our customers.

Anti-Tribalism Movement provides a wide range of services across many different locations to different people, and it is important that everyone receives the same high-quality response.

Throughout this policy, the term Customer represents the Anti-Tribalism Movement, service users.

Our promise to you

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Workers are responsible for providing an efficient, caring and professional service.

Responses

Customer contact should be provided in the most appropriate format. For example, it is not necessarily the case that all letters will receive a postal response.

We will ensure that you are dealt with:

- quickly

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- fairly
- In a courteous, helpful manner.

We will always:

- be open and honest and explain our decisions.
- ensure that workers take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague.
- give as much information as possible to help you make informed choices.
- Act in accordance with the law.
- speak respectfully at all times.
- Respect privacy and confidentiality.
- provide a friendly service; showing respect and sensitivity.
- Welcome your feedback.
- deal with your requests and enquiries accurately, promptly and efficiently.

Courtesy

All staff will exhibit customer friendly service skills and be knowledgeable, professional and courteous in meeting the needs of our customers.

Consistency

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet the organisations needs and that they are consistently applied to all our customers.

Access to information

We Comply fully with the provisions of the Data Protection policy. any personal or confidential information held by us about a customer/client or staff member is fully accessible to that person or body for review or editing by contacting the Operations Manager or Managing Director.

Handling Complaints

Anti-Tribalism Movement seeks fair, just and prompt solutions when possible, to any complaints. All such issues should be directed to the Managing Director in the first instance, where they will be acknowledged and directed to the attention of the appropriate person.

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Consultation and Feedback

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

We would like you to:

- give us the information we need to help you.
- treat all our workers fairly and with respect.
- give us your views and suggestions to help us to improve our services.
- keep any appointments that you have with us.
- tell us if you know of any other customers who need our help or feel they have not been treated fairly. =

Our customer care standards

Face to face contact

We will:

- make sure that our buildings are accessible.
- display the opening times of public buildings and adhere to them.
- greet visitors and introduce ourselves in a courteous manner.
- respect your privacy, offering private areas for discussion if required.
- make sure our workers identify themselves by stating their name first.
- listen to you and respond to your needs!
- be welcoming, courteous and helpful at all times.
- treat your home with respect when we visit you.

Contact by telephone.

We will:

- aim to answer the telephone within a reasonable time, depending on capacity, during normal working hours. If a member of workers is not available, their telephone should be answered by a colleague (by call diversion, transfer or group pick up).
- use answerphones as appropriate but the message will be as helpful and informative as possible.

- attempt to resolve your query at the first point of contact. If this is not possible we will pass your call to someone who can help and ensure that you have the name of the worker's member dealing with the query.

Contact in writing.

We will:

- aim to respond to standard was written enquiries within *fourteen* working days (two weeks) of receipt, resolving the issues raised if at all possible. If the issue is more complicated and likely to take longer to resolve, we will give you an idea of how long this will take.
- ensure that our customers are aware of relevant policy and procedures that apply.
- ensure that within the response provided, customers are given a named contact of the worker's member dealing with the issue.

What we ask of you

The Anti-Tribalism Movement workers should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, workers will politely state that they will have to terminate the contract (put the telephone down/leave the meeting etc). Anti-Tribalism Movement will take appropriate action against any individuals who are abusive to workers.

Delivering an effective service to customers with different needs

All our customers have the right to expect the same level of service. Anti Tribalism Movement should be careful not to make assumptions about people's needs or abilities but should consult them to identify their needs.

We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can get access to interpreting, translation and communication support.

Making the policy a success

This policy sets out the Anti-Tribalism Movement's commitment to its customers. In order for us to learn and improve our services, we want to use the feedback from the contact that we have to make changes.

We will do this by:

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- publicising our standards to our customers
- carrying out customer surveys to measure the success of the policy
- introducing internal monitoring to help all our services meet the standards
- supporting and training workers to provide better customer service
- monitoring our complaints to identify where we need to make improvements.

Customer care policy

If you feel that we have not met the standards set out in this policy you can speak to a member of our senior management team or use our to give us your feedback. All feedback received will be investigated and receive a full response.

Reviewed	Annually
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