

Our commitment to the care of our customers

"We commit to providing a caring, friendly and helpful service supported by the production of accurate, timely and meaningful information. We aim to identify and eliminate potential problems and act upon improvement opportunities quickly and effectively. Our intention is to develop a consistent, high quality standard of customer care recognisable by all using our services."

What are our care standards?

- We will provide expert advice and guidance, in a supportive and friendly environment.
- We strive to ensure our customers fully understand the services they are receiving from us; whether they are an employing organisation seeking an occupational health opinion or an employee seeking occupational health support.
- We will engage with all customers on a regular basis and strive to satisfy or exceed our customer's requirements.
- We will be transparent in communication with all our customers, providing valid reasons for our judgements and using plain English when we offer advice.
- We will provide quality clinical facilities and user friendly communication systems.
- We will provide suitable and timely appointments ensuring individuals know when, where and who their appointment is with.

"We strive to offer expert advice... in a supportive environment"

How will we achieve these standards?

1. We will provide appropriate and explicit service level agreements to customer organisations.
2. We will ensure information we hold on our database is secure and maintained to accepted professional standards. We will have documented processes to support how we manage data.
3. We will engage in regular contact to ensure we are familiar with customer organisations operations.
4. We will ensure our staff are well trained and supported within our clinical specialty and that we offer appropriate mix of service skills.
5. We will conduct regular audits to make sure we are meeting the standards we have set, including routine satisfaction surveys of all our customers.
6. We will ensure our team receive appropriate customer care training and ongoing support.

"Caring and friendly service"

When a Customer is not satisfied, what we will do?

- We will tell them about their right to complain and give them a copy of our complaints policy
- We will deal with the complaint on the spot if possible.
- We will accept a complaint verbally or in writing.
- We will acknowledge a written complaint within 5 working days.
- We will provide a full response within 20 working days, or an update on progress.
- If the complaint is upheld, we will find an acceptable remedy if at all possible.
- We will seek suggestions from customers on ways in which they think we might improve services.

"Well trained staff"