

# Customer Service Standards



## What we ask of you

- Be polite, considerate and respectful to our staff and other clients
- Be on time for appointments and training
- Let us know in advance if you are not able to attend an appointment or training
- Contact us if you are ill or expect to be late

## Comments and Complaints

- We welcome suggestions, comments and complaints. You will find suggestion boxes in our services or you can comment directly to our staff
- If you are unhappy with our service, we want to know about it as quickly as possible so we can sort out the problem
- The simplest way to make a complaint is to speak to the member of staff with whom you have most contact who will attempt to resolve it as quickly as possible. A reply to your complaint will be made within 24 hours

- If you are not happy with the outcome, the complaint should be submitted in writing to the Service Manager who will meet with you within five working days of receiving your written complaint and will inform you of the outcome within a further five working days
- If you remain unhappy with the outcome, the matter should be raised with the Area Manager responsible for the service who will review the complaint and the outcome. This Manager will meet with you and the Service Manager within ten working days and you will receive a written reply within a further ten working days
- If you remain unsatisfied, you can contact the Chief Executive
- You can get a full copy of the Client Complaints Procedure from your local service or from the AMH website
- We will learn from your complaint to improve the quality of our service

## Action Mental Health

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This leaflet tells you about the core standards of service you can expect from us.

### Our Commitment

- We are committed to providing excellent and accessible services which meet your needs
- Our written materials can be requested in other formats such as large text or Braille upon request
- We appreciate your views and will consult with you through your review, client meetings, satisfaction surveys and informal discussions

### Keeping you informed

- You can obtain information on AMH from your local service or on our website [www.amh.org.uk](http://www.amh.org.uk)
- When you attend our services, up-to-date information on training and placement/employment opportunities will be available from staff, notice-boards, local leaflets and newsletters
- We will listen to what you tell us and inform you of the improvements we have made
- We will monitor how the organisation has performed and make this information available to you



### Our Service Standards

#### Answering telephone calls

- We aim to answer telephone calls within 45 seconds during our normal opening hours
- We aim to answer your query immediately. If this is not possible, we will explain why and advise you when we will be able to respond
- If you leave a message, we will aim to return your call within one working day



#### Answering correspondence/emails

- We will answer your emails, letters and faxes within 5 working days
- If it is not possible to give a full reply in that period, we will send an acknowledgement within 5 working days and a full reply in 10 working days
- If the matter is complicated and we cannot give a full reply in 10 working days, we will contact you and let you know when you can expect a full response
- We will acknowledge receipt of your application to the service within 10 working days and explain the next stage of the process



#### Seeing you on time

- A member of staff will see you within 10 minutes of a pre-arranged appointment or explain why a delay has occurred

#### Attending our services

- We will provide a planned introduction to the service
- Following assessment, we will agree an individual training plan which meets your needs
- We will regularly review this plan with you and agree new actions which will help to develop your skills
- We will provide the training which has been identified and explain if there are delays or if it is not possible to provide it
- We will offer you clean and comfortable surroundings in which to train
- We will support you to move on from the service when your training is completed
- In all of this, we will involve you and listen to your opinion

#### Our staff will

- Give their names in all forms of communication with you
- Be polite and considerate
- Treat you fairly and be open and honest
- Respect your dignity and ensure you have privacy when discussing personal matters
- Arrange meetings at a time and day that is convenient to you
- Be skilled and able to give you guidance and instruction
- Follow through on commitments they have made to you
- Give you accurate information
- Use any information you give to us only for the purpose for which it was provided and treat it confidentially unless we are required by law to give it to another organisation

