

STANDARDS OF CUSTOMER SERVICE

The Employee Development Forum believes that its customers are entitled to expect the best possible levels of service and care from all of those involved in supplying our services. To help effective communication to our customers and our staff we have established the following standards of care against which we can be judged.

- ✚ All our customers and enquirers will receive a pleasant and courteous service at all times.
- ✚ All our customers and enquirers will receive an efficient and effective service that meets their needs.
- ✚ When dealing with EDF representatives all customers and enquirers will receive the right information in response to their needs.
- ✚ All customers and enquirers will be given the name of the EDF staff member with whom they are communicating with.
- ✚ If it is necessary for a member of the EDF Team to leave a contact name with a telephone caller, they will provide their name, and contact telephone number.
- ✚ All methods of contacting the EDF will be included in all written correspondence to customers.
- ✚ The EDF will strive to deliver a service that is easily accessible by all sections of the community in which we work.

Specifically, We Aim:

- ✚ To ensure visitors to the EDF are given a warm welcome and advised of any site requirements.
- ✚ To answer the incoming telephone calls within four rings, if this is not achievable the caller will be automatically answered by the answering machine, such messages as left by the caller will be responded to within twelve hours.
- ✚ To ensure telephone queries are dealt with expediently.
- ✚ To respond to all written correspondence within five working days of receipt
- ✚ To use all feedback and complaints to help identify areas where we need to improve our service and the steps we need to take to realise those improvements