

Customer Service Charter & Standard

At Healthwatch Portsmouth, we recognise that in order for us to provide a service that is efficient and effective there are certain standards we must have in place. As such we have developed a customer charter and a set of standards to which we will strive to meet.

For this document, the term 'customer' refers to any patient, member of the public, commissioner, provider, community organisation or any other individual or body who contacts Healthwatch Portsmouth.

Customer Charter

We promise to:

- Provide our services in a prompt and professional manner.
- Use plain English and avoid jargon.
- Communicate in a way that best suits your needs, e.g. using larger font sizes in written material, or using a translation service as requested.
- Resolve all enquiries promptly at the first point of contact. Where this is not possible we will inform you when you can expect a response.
- Listen to you, ask for your views and act on your feedback to improve our services.
- Be open and honest and explain our decisions.
- Apologise when we make a mistake as part of putting things right.
- Develop a website that is easy to use, that will contain up to date information to enable customers to find the information they need.
- Accept your right to complain. Our complaints procedure is available here: *Healthwatch Portsmouth Complaints Procedure*

Customer Service Standard

If you contact us by email we will aim to:

- Respond to your email within 2 working days of receipt. If we are unable to resolve your enquiry in full or require more information, we will let you know why and when you can expect a response.

If you contact us by telephone we will aim to:

- Answer your call with 5 rings in a courteous and professional manner. If we are not in the office you will be able to leave an answerphone message.
- Check answerphone messages daily (each week day) and respond to recorded messages within 1 working day.
- Resolve your call at the first point of contact where possible.

Where this is not possible, we will explain why and let you know when you can expect to hear from us.

If you contact us by letter:

- We will reply to you within 5 working days of receiving your letter.

If you are not happy with our service:

- We will acknowledge your complaint within 5 working days and adhere to the timescales set out in the Healthwatch Portsmouth Complaints procedure available here: *Healthwatch Portsmouth Complaints Procedure*

Healthwatch Portsmouth staff and volunteers come from different backgrounds and have different interests. We know that our background, experiences and interests affect how we feel about and respond to different issues. Whilst acknowledging this, it is however important that people and organisations who work with us are clear what they can expect from someone who is representing Healthwatch Portsmouth.

We commit that when we are representing Healthwatch we will:

- Set aside our personal views and speak on behalf of patients and users of health and social care services and present a Healthwatch viewpoint.
- Come with a positive attitude.
- Acknowledge all views and opinions.
- Put equality and diversity at the heart of our contributions.
- Provide constructive challenge from a patient and public perspective.
- Do what we can to empower people to have their say.
- Respect the confidentiality of individuals and organisations in line with the Healthwatch Portsmouth's confidentiality policy.

Staff and volunteers of Healthwatch Portsmouth have the right to feel safe and to be treated with respect and courtesy. Healthwatch Portsmouth expects staff and volunteers to follow its Lone Worker policy and to take appropriate actions to maintain their safety.