

Voluntary Action East Lindsey Customer Care Charter

Our Mission is to provide local support and leadership to make a difference by empowering, enabling and nurturing local people and voluntary community organisations in East Lindsey. We are a community led and people focused organisation that is efficient, transparent and honest, which also provides value for money. Our core values are; people, communities, inclusive, non-judgemental, flexible, efficient, transparent, honest, value for money and credibility.

With this in mind our employees' will:

- Be polite, helpful, open and honest in dealing with members of the public, public/statutory, voluntary sector, private organisations.
- Be clean, tidy and dress appropriately.
- Will treat everyone fairly and equally.
- Provide clear information regarding our services.

If you contact us by telephone we will:

- Endeavour whenever possible to answer the call within 6 rings.
- Give a name and make a note of your call
- Transfer you to the appropriate person, to deal with your enquiry.
- Will endeavour whenever possible to return your call within 24 hours.

If you contact us by e-mail, letter, fax we will:

- Endeavour to answer the e-mail within 24 hours
- Reply to your letters, faxes whenever possible within 5 working days.
- Be clear and precise with our responses

When you visit our office we will:

- Ensuring we are welcoming and non threatening
- Be prompt and keep delays to a minimum
- Wherever possible ensure that you have everything you need to conduct the meeting.

If we visit your home/ premises we will:

- Provide some proof of identify
- Be prompt and minimise any delays
- Conduct ourselves in a respectful and non-threatening manner, taking into account your home/premises rules and regulations.