



CUSTOMER CARE POLICY

CHAP is fully committed to improving the level of service that it provides for all its service users.

CHAP is committed to good customer care and recognise that every member of staff has a significant role to play in responding positively to the needs and expectations of service users. CHAP is committed to maximising the benefits to service users and the community through the services we provide.

The project is committed to ensuring that its services are accessible to all who seek to use them.

All staff, volunteers and students are committed to assisting service users and demonstrating that they care about their needs.

All staff, volunteers and students will provide a competent, courteous, helpful, and friendly service to the highest professional standards.

At all times, staff will seek to demonstrate a flexible and responsive attitude to service users.

This customer care statement will apply to internal and external service users.

CHAP has a duty to provide a safe and secure environment for service users, staff, volunteers, and students alike and as such, operates a zero-tolerance policy on any form of abuse. An appointment will be terminated if a member of staff, volunteer or student is presented with abusive behaviour.

Our aim is to provide information and advice in a timely manner. In order to do so, we would be grateful if service users could contact CHAP at least 24 hours in advance if it is necessary to cancel an appointment and calling early in the day is appreciated. This allows us to then re-allocate the appointment to someone who may be in urgent need of information and advice. Appointments are in high demand, and an early cancellation will give another person the possibility to have access to timely assistance. If you would like to reschedule your appointment, please state this when calling and we will endeavour to arrange this.