



Customer Service Policy

NOTE: This is a CONTROLLED Document.

Policies are reviewed annually and in line with any regulatory requirements, changes in law or business amendments. Please note that the online version is the only version that is maintained. Any printed copies should, therefore, be viewed as 'uncontrolled' and as such, may not necessarily contain the latest updates and amendments.

Introduction

This policy describes the expectations of all employees to deliver the principles, standards and practice of customer service. The policy advises customers of the standards of customer service they can expect when contacting Avensys UK Ltd.

Avensys UK Ltd is committed to ensuring customer service excellence as an integral part of planning, resourcing, and delivery of services.

Scope

Avensys UK Ltd regards all those involved in healthcare, including patients and their families, carers and friends, other service users and service providers, as its customers.

Employees must work together in accordance with this policy to meet the expectations of external customers and provide the required service level.

Guiding Principles of Customer Service

Throughout all contact with customers, employees should aim to meet needs and requirements by:

- Identifying ourselves.
- Being professional and courteous
- Being well informed, so that we are able to help.
- treating all customers with dignity, respect and courtesy, employee awareness of company equality policy.
- actively listening to what customers say.
- personalising service to the needs and requirements where practical.
- always doing what they say they are going to do, or update the appropriate people promptly if things change, offering explanations for the change;
- responding to enquiries promptly, efficiently, and effectively.
- Consulting customers about their service needs.
- Communicating about service delivery expectations

Contacting Avensys UK Ltd

Digitally

- We will acknowledge correspondence (e.g. e-mails, website enquiries and Social Media) within 24 hours (Monday – Friday);
- We will respond to digital correspondence as quickly as possible

Telephone, answer machine and voice mail

When answering a telephone call, employees should greet the caller and identify themselves giving their name and promoting the Guiding Principles of Customer Service.

Reception will field all incoming calls as frontline communicators Monday to Friday during working hours, directing all calls to the requested or relevant employee.

- Employees will remain polite and assist the caller where possible.
- Employees will aim to answer the telephone within three rings if they are available to take the call.

If employees are not able to answer a caller's query immediately, every effort should be made to refer the enquirer on to the person best able to help them. They will take contact details and provide a response. The caller should be kept informed of progress with their enquiry.

As a 24-hour response company, all calls and enquiries outside office hours are responded to by the out of hours nominated employee/s.

Letter

We will respond to letters within 10 working days of receipt;

Face to Face Meetings

Where employees meet face to face with customers, including reception desks and other mutually agreed locations, they will:

- greet customers or visitors within 5 minutes of their arrival and will offer appointments where more appropriate, responsive, or efficient.

Complaints, Feedback and Suggestions

Customers should be kept updated about the company's strategies; innovations, service development plans and outcomes of consultations, using all appropriate communication channels.

The Company considers all customer feedback and complaints as vital in monitoring and improving the quality of its services. Complaints will be managed in accordance with the Complaints Policy and procedure.

Confidentiality

All information gathered or held about customers will be held in accordance with GDPR Data Protection Policy and Confidentiality Policy and procedure.

Measurement, Analysis, and Improvement

Customers are able to access online customer surveys to give feedback on our service. All results will be recorded and monitored for data collection, monitoring, and reporting on improvements. Avensys UK Ltd will actively engage with customers and encourage such feedback.

Performance will be monitored via self-assessment, comparison with other organisations, customer satisfaction ratings, feedback, and recommendations following external inspections. These measurements will inform us of how to continually make improvements to our service and our commitment to our customer service policy.