

HEMEL HEMPSTEAD DAY CENTRE LTD

Company Registered in England No: 1288177

Registered Charity No: 272688

HALF MOON YARD, HIGH STREET, HEMEL HEMPSTEAD, HP1 3AE

Phone 01442 262746

E mail: info@thecentreinthepark.org

Customer Care Procedures

The Centre in the Park is committed to continuously improving its services. The Centre aims to provide a high quality, responsive and accessible service to its members.

Staff and volunteers are committed to promoting equal opportunities and to challenging barriers to using the Day centre. The Day centre is open to elderly individuals from all sections of the community who live in the Borough of Dacorum.

The Centre in the Park want our users to be happy with the services they receive, so we aim to follow certain standards.

We will:

- be polite, courteous and helpful and show every member respect
- behave professionally at all times
- treat our members , volunteers and organisations with whom we work, with respect, courtesy and understanding
- deal with enquiries as quickly and efficiently as possible
- publish information on our website and brochures on how to get information about our services
- Answer the telephone quickly, within 5 rings wherever possible and give our name and the name of our Organisation when answering the telephone
- Use plain English in all written communication
- Be on time for meetings and appointments and seek to hold them at a time to suit our members and future members
- Make sure that our staff and volunteers are approachable and trained in all aspects of their work:
- Staff and volunteers will receive training to offer clear answer to members question in a helpful and friendly way

- All our staff and volunteers will be checked with the criminal Records Bureau/Independent Safeguarding Authority
- Staff and volunteers will receive training in recognising, accepting and valuing diversity
- We will provide a complaints procedure so that members can highlight to us ways in which to improve our services
- We will make use of clear procedures, which are regularly reviewed, to help ensure everyone received a good service

Created: July 2013

Reviewed and approved July 2017

Hemel Hempstead Day Centre Ltd is a non-profit making company 'Limited by Guarantee' the sole purpose of the company is to provide for the comfort and welfare of its members who are elderly residents of the Borough of Dacorum