



CUSTOMER CARE Corporate Policy

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Categories	☒ Core ☐ Corporate ☐ Equal Opportunities ☐ Health and Safety ☐ Housing ☐ Human Resources ☐ Information Governance ☐ IT and Communications ☐ Learning and Development ☐ Professional Practice and Standards ☐ Recruitment ☐ Service Management ☐ Stakeholder Involvement ☐ Support Planning and Risk Assessment ☐ Service Provision – CQC services ☒ Service Provision
Signed off by	 Chief Executive
Renewal date	September 2028
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1. PURPOSE OF POLICY

- 1.1 Creative Support is committed to putting our customers first. To ensure this, our staff will strive to deliver excellent customer service at all times through their approach, attitude, knowledge and understanding of good customer care.
- 1.2 Creative Support has a 24/7 Customer Service Team, which consists of the Reception Team during normal working hours, and the Duty Manager and Out of Hours Team at all other times. This team can be contacted at any time on **0161 236 0829**.
- 1.3 This policy aims to set out the Customer Service Standards for these teams and the wider organisation.

2. INTRODUCTION

- 2.1 Creative Support believes that excellent customer service is paramount to the work we do. We want the people we support, their families and other stakeholders to feel that the entire Creative Support workforce is passionate about delivering high quality services.
- 2.2 We provide a range of services all across the country to meet differing needs, including supported living, supported housing, residential care, community and home support, floating support, extra-care and day services.
- 2.3 All our staff are held to our WE CARE values and our national standards of delivering exceptional Customer Service, as set out in the “Customer Care Charter” in section 4 below.
- 2.4 Where stakeholders wish to contact us in relation to the standard of our services, our Customer Experience Manager will support you to raise issues with the relevant Operational Manager or will take on board your feedback and any concerns as part of our Complaints and Compliments Policy and Procedure.

3. OUR ‘WE CARE’ VALUES

Welcoming
Empowering
Compassionate
Aspirational
Respectful
Effective



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4. CUSTOMER CARE CHARTER

4.1 Our commitment to you:

As part of our commitment to our customers these are the standards that apply to all of our staff, whether based in our services or at Head Office. These standards are championed by our Customer Service Team:

- The customer will always feel respected and listened to.
- Any information gathered will be relevant.
- The customer will experience compassion and empathy.
- Our responses will be delivered in accordance with the agreed time scales.
- We demonstrate an open and person-centred culture.
- We aim to be accessible and inclusive to all customers.

4.2 What you can expect from all our staff:

- We will be warm, welcome and helpful.
- We will be courteous and respectful.
- We will be professional at all times.
- A timely and effective response.
- We will give clear expectations of response times.
- We will respect our customers' right to privacy and confidentiality.
- The safety and wellbeing of the people we support will always be paramount.

4.3 What you can additionally expect from our Customer Service Team at Head Office:

- We will aim to answer your call within five rings and emails within 48 hours.
- We will aim to answer your query at the first point of contact whenever possible.
- We will aim to respond to letters and emails in a prompt and timely manner.
- If we cannot resolve your query straight away, we will arrange for somebody to speak to you or make an appointment with someone who can help.
- We will use plain English that is clear and easy to understand and aim to meet specific communication needs in accordance with our Accessible Communication Policy.

4.4 What we ask of you in return:

- Please treat our staff with courtesy and respect.
- Provide us with the information we need to assist you.
- Keep appointments that you have with us, and notify us if you are unable to attend.
- Tell us if you are dissatisfied and give us an opportunity to put things right.
- Please avoid repetitious contact.

4.5 We always aim to be of assistance and to provide great customer service. However, Creative Support reserves the right to end communications or to ask individuals to leave our premises should a customer or stakeholder harass or behave abusively towards any of our employees.

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