



Customer Commitment Charter

We will do all we can to give you the best service, support and care that we can and make sure that you are looked after properly.

We will think about the people we look after and make sure they are happy with our services.

We want you to tell us what you need and we will tell you how we can help

We work with other people like nurse specialists and benefits advisors to make sure that you get the care that you need.

We want to make sure our services improve by talking to people and coming up with new ideas.

These are our stated commitments to you.

Commitment 1

We will help our staff to care about you and how you feel.

To help them do this, we make sure they have the training and development they need.

Commitment 2

We will make sure that every time you see us you are happy with our services.

Staff will:

Be polite, respectful and caring

Tell you the truth

Take time to listen to you

Tell you their name and contact details

Tell you what will happen, if they can't help, they will tell you who can
give you information you understand

Answer your questions as quickly as they can

Commitment 3

We will try to understand what you need and give you the best service we can.

Staff will:

Ask you if we could do anything better

Treat you as a person. This means we will think about you and your needs

Tell you what we can and can't do

Keep information about you private and secure remaining compliant with GDPR at all times

Commitment 4

We will try to make the places we meet you friendly, safe and easy to access.

Staff will:

Be friendly and welcome you

Think about your needs and support you when you use our services

Make sure the places we see you are safe, clean and tidy

Commitment 5

We will listen to what you say and make changes if we can.

To do this, **the trustees and managers will:**

Look at things our customers have said

Decide if we need to make changes

Make sure our staff learn from each other and from good practice from elsewhere

NEED HELP?

Our operations Director can support you. You can ask a question or tell them if you are unhappy about something.

Phone: 0808 278 2515 (they can call you back)

Email: richard@LASAG.org.uk

Post: Farthings Bridle Lane Loudwater Rickmansworth WD3 4JQ

Our Complaints Policy and Procedure is available on request