

Customer Care Policy

Customer Care Policy

We aim to meet your needs with efficiency, effectiveness, fairness and courtesy by:

- providing a friendly service, showing respect and sensitivity;
- treating you fairly – demonstrating our commitment to equality, diversity and inclusion;
- recognising and responding to your particular needs;
- dealing with your requests and enquiries accurately, promptly and efficiently;
- respecting your confidentiality;
- offering an explanation if we can't answer your request /enquiry;
- making effective use of IT services;
- establishing service standards and monitoring our performance;
- continuing to develop our teams' expertise and skills; and
- welcoming your feedback.

StanleySmith Case Management Ltd has a comprehensive customer and complaint procedure with the involvement of Managers/Directors until the matter is resolved to the satisfaction of all parties.

If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us using our details below. We will respond to your query within 3 – 5 working days. This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

Courtesy

All team members are trained in customer service standards, will exhibit customer friendly service skills and be knowledgeable, professional and courteous in meeting the needs of our customers.

Communication

StanleySmith Case Management office will return all phone calls and emails received from clients within 48 working hours (or sooner depending on necessity). Where we are unable to meet this agreement, we will inform you of this as soon as possible and agree a new deadline.

Consistency

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet the business needs and that they are consistently applied to all our customers.

Complaints

StanleySmith Case Management Ltd seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Directors, Heidi Stanley / Nikki Smith in the first instance, where they will be acknowledged.

Access to Information

We comply fully with the provisions of the General Data Protection Regulation. Any personal or confidential information held by us about a client or a team member is fully accessible to that person or body for review by contacting the directors and requesting a Subject access request (SAR).

Reduce Bureaucracy

Wherever possible, without compromising our legal requirements and professional standards, we strive to reduce the burden of unnecessary paperwork.

How to Contact Us:

Heidi Stanley / Nikki Smith – Directors

StanleySmith Case Management

Highland House

Western Road

Ivybridge

Devon

PL21 9AL

T: 01752 466173

Email: heidi@sscmanagement.co.uk or nikki@sscmanagement.co.uk