

CUSTOMER CHARTER

Our Vision

To be accessible all day every day to everyone for advice services that create opportunities and improve lives.

Our Aims

To provide an accessible advice service
To develop quality people
To empower individuals

To achieve our vision and aims, we commit to providing the following:

- Making it as easy as possible to access our services through diverse channels including telephone and digital.
- At the first point of contact, you will receive a polite, friendly, helpful and professional response.
- Where we are unable to immediately deal with your enquiry, we will ensure that you are contacted within 2 working days.
- We will assess the issue or question you present to us with. We will then respond as fully and appropriately as possible. This could mean providing you with information, passing you to another organisation better placed to give specialist/on-going advice, providing you with further support, or a combination of these.
- We will always strive to provide you with the most suitable service according to your needs, but we have to make decisions about how to best use our finite resources. Where relevant, you will be given information to enable you to progress the issue yourself. This supports our aim of empowering individuals and also allows us to offer support to those in our community who are most in need of assistance.
- When deciding how to allocate our further support services, we will prioritise those who cannot adequately progress their issue without increased assistance. We will also base our decision on our professional judgement of the likely success of the case and how much our involvement will contribute to that.
- We aim to provide you with quality information and, where resources allow, in the format or language that best suits your needs. We aim to ensure that the information we produce is accurate and up-to-date.

- We provide a confidential service. We will treat all of your personal information in accordance with GDPR and Data Protection rules and will not share your information with anyone outside of Citizens Advice without your permission. We will also securely store any data you give us.
- Your enquiry will remain confidential to Citizens Advice Hammersmith and Fulham unless it falls within Adult Safeguarding Procedures.
- We encourage everyone to give feedback, both positive and negative, about their experience with us. We have a complaints policy if you are not satisfied with our service. Information on how to do either of these can be provided by any team member and a feedback form is available on our website at <http://feedback.cahf.org.uk/> We commit to acknowledging complaints within 5 working days of receiving it.

What we ask of you when using our service

- Please be as honest as you can when asked for information, so we can provide you with the most accurate advice and support available. Please don't withhold relevant information.
- If we are giving you further support with your issue, we ask that you keep your advisor informed about any significant changes. Your adviser will tell you how to contact them.
- Please provide full, relevant information and paperwork, if requested for your case. If we do not have all the facts, we can only provide limited (or no) advice to you.
- Where an advisor agrees a particular course of action with you, please do what has been asked of you. If you do not follow our advice, we may not be able to help you further.
- If you are given an appointment, please attend on time. We cannot guarantee you will be seen if you are late. Tell us in advance (at least 24 hours before) if you are unable to attend. You can call 020 7386 9068 to cancel or rearrange. Continued non-attendance or cancelling without good reason means we may not be able to offer you further appointments.
- We wish to ensure our service is welcoming to all those who access the service. Any disruptive, abusive or threatening actions or behaviour which goes against our equality policy and anti-discrimination stance will not be tolerated. You will be asked to leave the office and we may not be able to advise you further.
- Remember; our service is run by volunteers from the local community. We are trying to ensure everyone who needs us is able to get information and advice. Please treat our staff and volunteers with courtesy and respect. We will withdraw service where standards of behaviour contravene our policies.
- We value your feedback! Whether you feel we have or haven't served you well please let us know, as it helps us to develop and improve our service. You can give us feedback at <http://feedback.cahf.org.uk>