

Linc Care Customer Service Standards

We aim to look after all our customers and our goal is to exceed customer expectations

As Customers you will...

- Always come first
- Be at the heart of everything we do
- Be encouraged to be involved and have a say in the way services are designed, delivered and received
- Be consulted on proposals to change services



We will aspire to...

- Treat you with respect and courtesy and deliver a positive customer experience
- Provide professional, friendly services that are easy for you to use
- Provide information and support when you need it
- Listen carefully to all your enquiries
- Aspire to provide a high quality affordable service that offers value for money
- Engage positively with other organisations
- Act with courtesy and respect when dealing with your enquiries
- Deliver a service that provides equal access and treats all customers fairly
- Consult in a way that listens and takes your views into account
- Provide an easy to understand complaints service that takes all complaints seriously and seeks to improve future ways of working
- Ensure our staff are well trained and motivated
- Ensure our staff treat you fairly, professionally and with respect
- Provide good customer service in all areas of our work
- Ensure we direct you to advocacy and other support services if you need additional help or support

If we visit you at home we will...

- Make an appointment at a time that is convenient to you
- Be on time or call you if we are delayed
- Leave a card if you are out
- Respect your home
- Show you identification

The Linc Care Team commit to working in this way when delivering services to all our Customers.

