

## 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 and diversity;
- 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.

C&D Independent Speech & Language Therapy 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**

C&D Independent Speech & Language Therapy will return all phone calls and emails received from clients within 24 hours. 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**

C&D Independent Speech & Language Therapy seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Director, Elizabeth Fox 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 or editing by contacting the Director, Elizabeth Fox.

## **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:**

Elizabeth Fox – Director

C&D Independent Speech and Language Therapy  
16a Little Braxted Hall  
Little Braxted  
Essex  
CM8 3EU

T: 01173 250058

Email: [lizzie@cdspeechtherapy.co.uk](mailto:lizzie@cdspeechtherapy.co.uk)