

POLICY & PROCEDURE – 6
DRUMCHAPEL MONEY ADVICE CENTRE
CUSTOMER CARE SUMMARY POLICY

The staff of DMAC undertake to provide a courteous and helpful service to all. We aim to deliver the best standards of service possible and we aim to:

1. Treat you in a polite and helpful manner at all times
2. Treat all information you give us in confidence
3. Assist you with special requests re access, letters, translators
4. Keep you informed re the progress of your case
5. Inform you of the name of the person dealing with your case
6. Return your telephone calls within 2 working days. If we cannot do so we will explain why
7. Provide appointments as soon as possible and with your designated advisor
8. Provide equality of service to all clients without bias to race, religion, disability, sex, sexual orientation, age, politics, religious belief
9. Treat our clients, at all times with respect and courtesy
10. Put things right when they go wrong
11. Be open and accountable
12. Listen to our service users

This Policy will be available on our website.