



Customer Services Charter

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Customer Services Charter

We are committed to providing high quality services to our customers and strive to continually improve our service provision.

Our Aims

- We want you & your customers to experience an excellent standard of service every time you contact us, through knowledgeable and helpful staff utilising efficient, cost-effective systems and processes.
- We aim to provide high quality services and information for all our customers
- We will ensure that if a complaint does arise it is dealt with promptly, openly and fairly. We carry out regular reviews of complaints about our service and take action to improve it, if required.
- We will always consider any new ways to improve our service and welcome any comments you want to make to help us achieve this aim.
- We will strive to ensure all our customers are satisfied, and will measure satisfaction levels on a regular basis and publish those results.

Customer Services Performance

Our Customer Service Commitment

We are committed to providing the following customer performance at our customer contact centre:

- Aim for an Average time to answer of 10 seconds
- Aim to Answer 100 % of all calls presented to the centre
- Aim to Answer at least 90.00 % of our telephone calls in 20 seconds
- Achieve a fair outcome for customers if things go wrong and aim to achieve less than 1.00% of complaints received against overall activity

We will measure these statistics across our business as a whole on a month-by-month basis

Customer Care

Complaints, comments and compliments

Whilst we aim to deliver excellent standards of service to all our customers, we also realise that at times you may be dissatisfied when something has not gone well.

We welcome the opportunity to be able to address this and investigate the matter for you.

If you want to make a complaint, comment (or make a compliment!) about our services, you can do so in the following ways:

Call

+44 (0) 1253 501000

Email

bpcustomerservices@first-call-comms.co.uk

Write to

First Call Business Communications
13 – 17 All Hallows Road
Bispham
Blackpool
FY2 0AS



Our Complaints Procedure

We will acknowledge your complaint and investigate. We aim to respond to complaints within 5 working days of receipt.

1st Level

Larissa Cartain-Law Customer Care Administrator, by email, lara.law@first-call-comms.co.uk, or write or telephone at the above contact details

If you feel that our staff have not investigated your complaint properly, you can contact.

2nd Level

Kelly Ward, Customer Care Manager, by email, kelly.ward@first-call-comms.co.uk, or write or telephone at the above contact details.

3rd Level

If, after receiving a response from both the first & second level, you feel your concerns have still not been fully addressed you can ask for your complaint to be escalated to our Operations Director, Tracy Waddington tracy.waddington@first-call-comms.co.uk, or write or telephone at the above contact details.

Customer Satisfaction

Our staff are encouraged to deal with all types of feedback quickly and constructively. The Customer Care section above details how feedback can be provided.

We continue to raise awareness of the benefits of recording complaints, compliments and general feedback, as it is an important part of our continual improvement policy.

Complaints Summary

Our performance standard for complaints is to achieve less than 1.00% of complaints received against overall transactions processed. The current performance levels can be seen in the statistics attached.

It is important that we learn from complaints as a company. In the past year our Customer Care Department identified three major learning points:

1. We need to do more to reduce call answer time related complaints

To address this we reviewed the current shift patterns and moved some shifts to cover the busier periods.

2. We need to review training and awareness to reduce data entry errors

To address this we have investigated our quality monitoring processes and provided further training to both our in-house trainers and our staff.

3. We need to give more guidance to new customers on how to set-up their scripts more effectively

To address this we have created an in-house Systems Team who are dedicated to assisting customers with their scripting issues.

Compliments Summary

Compliments on our performance are always gratefully received and we ensure that they are communicated to individuals on a regular basis. To enhance this even further, the company introduced a Productivity & Quality Bonus Scheme, PlusPoints, in April 2006 where an individual or a team can be nominated when an outstanding service has been delivered.

A variety of compliments were logged during 2007 and we are continuing to see an increase in 2008. Typical compliments include:

"Dealing with First Call is a whole other world compared with the previous supplier, the experience so far has been fantastic"

"The level of professionalism and general approach has been excellent"

"This First Call team really do take ownership of the issues and have demonstrated a commitment to help us, something we have long yearned for"

Do you know a First Call Business Communications employee who delivers outstanding service? Someone who routinely performs above and beyond the call of duty? If you do then you could nominate them for a Plus Points Award.

Nominations should be in writing, detailing:

Your name and contact details

Nominee(s) name

Reason for nomination.

Please forward your nominations with any supporting evidence to:

Contact

Kim Parker
Kim.parker@first-call-comms.co.uk Write to

First Call Business Communications
13 – 17 All Hallows Road
Bispham
Blackpool
FY2 0AS