



Customer Care Policy

We are working hard to provide the best Customer Care for all customers.

Involving our customers

We will make sure we understand what our customers need, and develop our services around our customers' expectations.

We will:

- regularly ask customers for their opinions about our services.
- ensure that our customers help shape the services we deliver.
- be honest about what we can do and what we can't.

Our people

We recognise that we rely on our staff to deliver great Customer Care.

We will:

- ensure our staff are trained and competent to deliver our services.
- ensure our staff treat every passenger as we would wish to be treated ourselves with respect, courtesy and understanding.
- train every member of staff, in Customer Care.

Reaching us

We will provide different ways to help people contact us and access the services they need.

We will:

- make information about our services easily available.
- publish office hours and describe how to access services.
- provide a welcoming, friendly environment, easily accessible to all.

How we communicate & dealing with complaints

We want to make every contact a positive experience for our customers.

We will:

- always listen carefully to what customers and colleagues say.
- be polite and honest.
- respond to letters and emails promptly and when that is not possible, we will send an acknowledgement with details of who is dealing with the matter.
- let people know if there will be a delay in responding.
- ensure answer-phone messages are clear and tell people when to expect a reply and offer an alternative contact.

Measuring how we perform

We want to make sure that our commitment to Customer Care is making a difference, and we will assess our success by measuring what our customers value.

We will:

- seek regular feedback on Customer satisfaction.
- publish details of how customers can tell us about complaints, pay compliments and give us feedback.
- investigate all complaints thoroughly, as quickly as possible, and learn from mistakes.
- set specific Customer Care standards and publish the results.

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