

Charter of Service Standards

What you can expect from us:

- Services/projects that are accessible and easy to use.
- Highly skilled, knowledgeable and competent staff.
- Friendly, helpful, supportive staff and volunteers.
- Clear communication and efficient systems.
- To be treated with dignity and respect at all times.
- Confidentiality to be maintained.

What we expect from you:

- To be polite and courteous at all times to our staff, volunteers and other service users.
- To let us know if you need to cancel an appointment.
- To help with service planning, design and evaluation.

Service standards:

- When answering the telephone, staff will clearly state their first name and section.
- We aim to see customers/visitors within 10 minutes of arrival.
- All staff will wear identification badges.
- We aim to respond to all general enquiries emails within two working days.
- We will acknowledge complaints within five working days and follow our complaints procedure.

If we fail to reach these standards:

Your feedback is important to us and if you have a comment please contact us:

- Telephone: 01325 321234
- Email: enquiries@pcp.uk.net

Occasionally things go wrong, if you have a complaint about our service please request a copy of our complaints process. We will acknowledge complaints within five working days and follow our complaints procedure.



Better Health
at Work Award

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Registered Office: Pioneering Care Centre Carers Way Newton Aycliffe County Durham DL5 4SF