

## Pioneering Care Partnership (PCP)

# Health, Wellbeing and Learning for All



### 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.



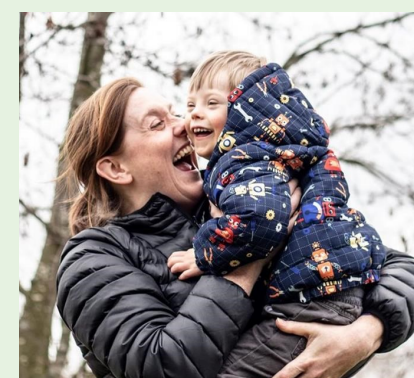
### Service standards:

- When answering the telephone, staff will clearly state their first name and section.
- We aim to see customers within 10 minutes of arriving at reception.
- All staff will wear identification badges
- We aim to respond to all general enquiries emails within four working hours.
- We will reply to complaints within 10 working days.



### 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.



### If we fail to reach these standards:

Please speak with a member of staff or contact us by telephone 01325 321234, email [enquiries@pcp.uk.net](mailto:enquiries@pcp.uk.net) to request a copy of our comments and complaints process.



## Pioneering Care Partnership

### Registered Office:

Pioneering Care Centre  
Carer's Way  
Newton Aycliffe  
County Durham  
DL5 4SF

Registered Charity No: 1067888  
Company Limited by Guarantee No: 3491237  
©Pioneering Care Partnership 2019

