



## **Customer Care Policy**

We aim to meet your need with efficiency, effectiveness, fairness and courtesy by:

- Providing a friendly service, showing respect and sensitivity.
- Treating you fairly – demonstrating our commitment to equality and diversity.
- Recognising and responding to your particular needs.
- Dealing with your requests and enquiries accurately, promptly and efficiently.
- Respecting your confidentiality.
- Offering an explanation if we can't answer enquiry.
- Making effective use of IT services.
- Establishing service standards and monitoring our performance;
- Continuing to develop our teams' expertise and skills.
- Welcoming your feedback.

Lincolnshire Case Management has a comprehensive complaints procedure with the involvement of the director until the matter is resolved to the satisfaction of all parties.

If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us using our details below. We will respond to your query within 3-5 working days. This policy is kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

### **Courtesy**

All team members will exhibit customer friendly service skills and be knowledgeable, professional and courteous in meeting the needs of our customers.

### **Communication**

Lincolnshire Case Management will return all phone calls and emails received from clients within 24 hours. Where we are unable to meet this agreement, we will inform you as soon as possible and agree a new deadline.

### **Consistency**

As part of our commitment to upholding professional standards, we will review our policies annually to ensure they continue to meet the business needs and that they are consistently applied to all our customers.

### **Complaints**

Lincolnshire Case Management seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to Anne-Marie Burnett in the first instance, where they will be acknowledged.

### **Access to Information**

We comply fully with the provisions of the General Data Protection Regulation. Any personal or confidential information held by us about a client or a team member is fully accessible to that person for review by contacting Anne-Marie Burnett.

## **Reduce Bureaucracy**

Wherever possible, without compromising our legal requirements and professional standards, we strive to reduce the burden of unnecessary paperwork.

### **How to Contact Us:**

Anne-Marie Burnett  
Lincolnshire Case Management  
5 Queens Crescent  
Lincoln  
LN1 1LR

T: 01522 581754

Email: [annemarie@lincolnshirecase.management](mailto:annemarie@lincolnshirecase.management)