

## Customer Charter

At prevista we make every attempt to provide you with a professional personal and friendly service. We aim to provide high quality services and information for all our customers. This Charter sets out the standards we are working towards.

### Efficient & Professional Service

- You will be treated politely and courteously
- Our reception and meeting room areas are clean, tidy and safe
- When you visit Prevista offices you will be seen by a receptionist within five minutes of arriving
- We will answer telephone calls within five rings
- When calling us by telephone our employees will give you their name and the name of the service or place you are calling
- From your initial contact we will make every effort to ensure that you are contacted within two working days
- When seeing you in person we will be on time for pre-arranged appointments and let you know beforehand if we need to cancel a pre-arranged appointment
- Our staff are fully trained to give you the help and advice you need
- You will be given details of who is dealing with your enquiry should you need to speak to them
- Prevista will not share customer information with other organisations that are not related to the services you are receiving.
- We record complaints, comments and compliments and use them to review and improve our services
- We respond to complaints within five working days or, where this is not possible, within 20 working days

### Information

- We will produce information about Prevista and our services that is accurate, useful, and up to date and in a format that meets your needs
- Information on Prevista services will be on display in our reception area and on our website
- We will inform you, at least once a year, through our website at [www.prevista.co.uk](http://www.prevista.co.uk) how well we are meeting the aims set out in our customer charter
- We will review the customer charter every year

### How you can help us to help you

- Treat our employees politely
- Give us all the appropriate information so that we can deal with your enquiry quickly and effectively
- Let us know beforehand if you need to cancel or rearrange a pre-arranged appointment
- Let us know if you need an interpreter or language signer
- Tell us immediately if you are unhappy with the service you have received
- Tell us if you are pleased with the service you have received so that we can encourage good practice across Prevista.

### Partnership Provision

- Prevista works in association with quality and respected partners
- Our partners can provide services direct to you on our behalf
- We ensure all our partners share our same values of our customer charter

If you wish to provide feedback whether it is a compliment or a complaint please do so by email ([enquiries@prevista.co.uk](mailto:enquiries@prevista.co.uk)) or phone (020 7609 4198) asking for the Quality Manager.

