



Customer Care Statement

Customer care means providing good quality services in a friendly, efficient and helpful way, continually striving to improve services by ensuring good communication and a positive attitude to all carers. Carers Network welcomes and offers support to all carers of people who are resident in Hammersmith and Fulham and in Westminster.

Customer service is about treating people with dignity and compassion and in the same way we would like to be treated. Carers Network staff strive to provide accessible and efficient services.

Carers Network aims to be transparent, open, honest and fair to all carers. If we are unable to help we will signpost or refer on to other organisations.

Carers Network aims to maintain a reputation as the leading provider of quality carer services by delivering high standards of customer care at all times. We believe the essence of good customer care rests on:

- understanding carers' needs
- treating carers with dignity and respect
- involving carers to help shape the services we deliver
- developing services that meet the needs of carers
- measuring carers' satisfaction with our services formally and informally
- identifying and responding to any service failures

Carers Network seeks to ensure that that all sections of our diverse multi-cultural community, including those with special needs, are not excluded from any area of service delivery.

Age: Carers Network ensures services and information are accessible to adults of all ages.

Disability: Carers have differing physical, sensory or learning abilities. Carers Network aims to provide accessible services for all carers and strives to be as fully inclusive as possible making any reasonable adjustment where there is a need.

Services for carers with sensory disabilities: Carers Network always considers signing interpreters for carers who have a hearing disability that require them to communicate through sign.

Translating and interpreting services: In order to ensure services are available to carers from all community language we may be able to book an interpreter service where necessary. There are also a number of Carers Network staff and volunteers who speak a variety of languages.

Accessibility: Carers Network is committed to being as accessible as possible and carers can contact us by phone, email, our website and face to face through booked appointments, groups, events and home visits). Carers Network circulates a quarterly newsletter to all carers registered with us, which details Carers Network services, activities and events.

Acting on feedback: Good customer care requires robust feedback mechanisms and needs assessment systems. Carers Network seeks carers' views in a number of ways, including annual surveys, satisfaction surveys and evaluation forms for services. By maintaining regular contact with carers we are always in a position to seek their views and develop services accordingly.

Our opening hours: Carers Network's phonelines are open from Monday to Friday 9am-5pm in both Westminster and Hammersmith and Fulham. Our phone numbers are **020 8960 3033** (Westminster) and **020 7386 9417** (Hammersmith and Fulham). Outside office hours carers can leave a message on our voicemail or email us at info@carers-network.co.uk. Carers Network will respond to carers' calls or emails within one working day.

If a carer is referred to our service we will be in touch to arrange an appointment within five working days.

Expense reimbursement: In order to facilitate the attendance of carers at Carers Network consultation meetings we will pay reasonable expenses for travel. The following conditions will apply:

- Expenses are for the attendance of carers only
- Expenses will only be reimbursed for public transport, except where this is not possible due to mobility disability, then a taxi fair will be reimbursed
- Expenses will only be reimbursed if prior authorisation from a Carers Network staff member has been agreed
- Expenses will only be reimbursed on production of a receipt
- Expenses must be claimed within three months of being incurred or within one month of the year end (31 March) if related to the previous financial year.

Non-attendance / Cancellations: Carers Network aims to provide the best possible service to all the carers we work with. We know that carers' lives are often unpredictable and sometimes you may not be able to make it to appointments. We just ask that you let us know as soon as possible if you're not able to attend, so that we can offer the slot to another carer.

We are a very busy service and have a waiting list of carers wanting appointments. If you miss your appointment without letting us know that means that another carer will have to wait longer than necessary to see a carer support worker.

If you are unable to make it to an appointment we will try to re-arrange with you. If however you miss several appointments in a row we may ask you to talk to one of our service managers before we are able to re-arrange an appointment again.

Complaints Policy: We hope that all carers find the services we provide useful and have no cause to complain. However, if you are not happy with any aspect of our work, please email or write to us to share your concerns at info@carers-network.co.uk or Carers Network HQ, The Beethoven Centre, London W10 4JL.

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