

C2BG Customer Care Charter

Connect to Blaenau Gwent is committed to providing its Customers with an efficient and high quality service

Customer Care Policy

C2BG Staff will at all times:

- Be polite, professional and helpful
- Exercise an efficient, caring and sympathetic attitude
- Be committed to the highest level of customer service satisfaction
- Ensure all information/documentation is accurate and up to date
- Maintain confidentiality at all times observing the Data Protection Act
- Respect the rights and culture of our customers ensuring equal opportunities to enable access to our services

Customer Care (Other Service Areas)

- Will respond to all Customer enquires relating to a specific Service Area
- Will relay any Customer enquiries/problems requiring specialist attention to a designated officer within the specified Service Area
- Will relay accurate and correct information provided by the Customer to the appropriate Service Area
- Will maintain Customer records to include full historical information
- Will provide all relevant and appropriate historical information obtained to the relevant Service Area
- Ensure leaflets or documents relating to the relevant Service Area are kept up to date
- Will work with other Service Areas to provide the highest possible standard of Customer care to meet the needs and expectations of all

Our Responsibilities are to:

- Provide accurate, meaningful and consistent advice to our Customers
- Listen patiently and empathise with a Customer's situation conveying a genuine desire to help and support
- Work with colleagues and Service Areas ensuring the highest levels of first time call resolution
- Work with current and emerging technology to enhance our performance
- Ensure continuous improvement responding positively to change
- Actively support the principles and practices of the organisations objectives and policies
- Maintain a productive working relationship with members of other service areas and outside organisations