

## Our promise to you

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Staff are responsible for providing an efficient, caring and professional service..

## Responses

Responses to user contacts should be provided in the most appropriate format. For example, it is not necessarily the case that all emails will receive an emailed response if other way of responding is more appropriate.

### We will ensure that you are dealt with:

- Quickly
- Fairly
- In a courteous, helpful manner

### We will always:

- Be open and honest and explain our decisions
- Ensure that all staff take responsibility for resolving or dealing with your enquiry, or that they refer it to an appropriate colleague
- Give as much information as possible to help you make informed choices
- Act in accordance with the law

### We would like you to:

- Give us the information we need to help you
- Treat all our staff fairly and with respect
- Give us your views and suggestions to help us to improve our services
- Keep any appointments that you have with us
- Tell us if you know of any other users who need our help or feel they have not been treated fairly

## Our user care standards

### Face to face contact

We will:

- ❖ Make sure that our buildings are accessible
- ❖ Display the opening times and adhere to them

## What we ask of you

The EEAC staff should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put telephone down/leave the meeting, etc.) The EEAC will take appropriate action against any individuals who are abusive to staff.

## Delivering an effective service to users with different needs

All our users have the right to expect the same level of service. The EEAC should be careful not to make assumptions about people's needs or abilities but should consult them to identify their needs. We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can get access to interpreting, translation and communication support.

- ❖ Respect your privacy
- ❖ Listen to you and respond to your needs
- ❖ Be welcoming, courteous and helpful at all times

### Contact by telephone

We will:

- ❖ Aim to answer the telephone within 30 seconds during normal working hours. If a member of staff is not available, their telephone should be answered by a colleague within the target time
- ❖ Attempt to resolve your query at the first point of contact. If it is not possible we will pass your call to someone who can help and ensure that you have the name of the staff member dealing with the query

### Contact in writing

We will:

- ❖ Aim to respond to standard written enquiries within five working days of receipt, resolving the issues raised if at all possible. If the issue is more complicated and likely to take longer to resolve, we will give you an idea of how long this will take
- ❖ Ensure that within the response provided users are given a named contact of the staff member dealing with the issue

### Contact by email

We will:

- ❖ Aim to provide a full response to email inquiries within five working days of receipt, resolving the issues raised if at all possible
- ❖ Ensure that within the response provided users are given a named contact of the staff member dealing with the issues