



Quality Standards

Face to Face visits to the office

- Action immediately whenever possible – providing information needed.
- If follow up is required this will be undertaken within 10 working days or
- if the information is not immediately available the client will be contacted in that time to keep them informed of progress

Telephone Calls

- Answer within 6 rings
- Answer phone message out of hours and no more than 10 times a year during normal working hours
- Message will direct callers to the CALL line for immediate response between 9.00am and 11.00pm.
- Calls should be actioned immediately whenever possible – providing information needed.
- If follow up is required this will be undertaken within 10 working days or if the information is not immediately available the client will be contacted in that time to keep them informed of progress

Written requests

- Respond immediately if possible and
- At least within 10 working days and action as soon as possible – providing information needed.

Emails

Respond immediately if possible and at least within 10 working days and action as soon as possible – providing information needed.

All calls and messages to be recorded for statistical purposes