

06 CARE LIMITED

Our Customer Promise



At 06 Care Limited we are an organisation where we value everyone being different and through our actions we demonstrate that everyone matters.

Wherever and however you contact us, our customer promise shows that you matter.

We will:

- Treat you fairly and with respect, encouraging others to do the same.
- Offer a friendly, courteous and professional service whoever you are and however you contact us.
- Provide our service in a number of ways, at times and in places to suit you.
- Listen to what you have to say and treat you as an individual.
- Introduce ourselves and take responsibility for helping you with your query.
- Try to get things right the first time.
- Deal with your query efficiently and as quickly as possible.
- Use plain language and provide easy to understand information whenever we talk to you or write to you.
- Keep you informed about the services we provide.
- Welcome your comments and suggestions and use them to improve our services.

This means we will:

- Greet you when you visit our office.
- Talk to you in private if you want us to.
- Answer the telephone promptly.
- Respond to your letters within three working days and respond to your emails within one working day.
- Arrange for an interpreter if needed.
- Let you know on any occasion where we may be late for an appointment.

We would like you to:-

- Give us the information we need to help you.
- Keep us informed about personal changes that may affect the services we provide.
- Let us know if you can't make an appointment you've made with us.
- Treat our staff and other customers with respect and courtesy.
- Give us your views and opinions to help us improve our service.
- If we have failed to live up to our promise – please let us know using the details below.

Contact us...

Aire Valley Business Centre
Lawholme Lane
Keighley
West Yorkshire
BD21 3BB

Tel. 01535 636662

Fax. 01535 633484

Email us at: enquiries@06careltd.com

Visit our website: www.06careltd.com