



Customer Care Charter

Our commitments to you

- ▶ Pluss will listen to you and give you clear information and advice to meet your needs.
- ▶ Pluss will treat you with courtesy and respect.
- ▶ Pluss welcomes your feedback. We will take any complaints seriously and aim to resolve them to your satisfaction.
- ▶ We live in a diverse world; Pluss will value you and will respond to you as an individual.
- ▶ Pluss will protect your personal information. We will not disclose any personal information about you without your permission.
- ▶ Pluss will strive to continuously improve our service. We will measure how well we meet these standards and publish the results annually.

Are you happy with our service?

If not, we want to know!

Pluss feedback procedure

Pluss aims to provide an excellent service throughout our business and we believe our customers should be treated with dignity and respect at all times.

If our customers feel we have got something wrong, or are unhappy with any aspect of our service, we want to know so we can put it right.

How to provide feedback

The customer may wish to speak to their consultant or point of contact at Pluss – and we would hope to resolve things for them at this point.

However, should they wish to make a formal complaint then this is what they need to do.

Inform us of their complaint by:

- ▶ Telling any member of staff
- ▶ Completing our feedback form, visit: www.pluss.org.uk/about/customer-feedback-and-care-charter
- ▶ Call us on: **0800 334 5525**
- ▶ Email: feedback@pluss.org.uk
- ▶ Write to us at: **Pluss, Information Admin' Assistant, Governance & Compliance Team, Offices 1-4 Merriott House, Hennock Road Central, Marsh Barton, Exeter, EX2 8NP**

All complaints will be answered within 20 working days.

Complaints should be made no later than 12 months after the date the issue occurred.

If you would like this document in an alternative language or format please call 0800 334 5525

