



PLASA CLIENT CARE POLICY

Last Updated: June 2010

CLIENT CARE POLICY

PLASA has a straightforward approach to client care and support - we treat our clients the way we would like to be treated.

Contacting PLASA

- All calls, e-mails and letters from clients are considered important and will be dealt with quickly and effectively.
- Clients who call PLASA during office hours can expect to have their telephone calls answered within four rings.
- There is no queuing system and all enquiries will be answered promptly and courteously.
- If an immediate answer to a query is not possible, clients will be informed who will be looking into the issue and when they can expect a response.
- E-mails and letters will be responded to within 24 hours. If an immediate reply is not possible, an acknowledgement will be sent to explain that the query is being dealt with.

What PLASA will do

- PLASA will always try to point clients in the right direction if we are unable to help directly. We will do what we say we are going to do and be honest about what we can't do.
- Enquiries will be tracked and monitored to ensure our promises are delivered. Any complaints will be dealt with immediately and we will do our utmost to find a positive resolution. Any feedback or comments about PLASA will be used to improve what we do and offer.
- Regular meetings are held at PLASA to ensure good service levels are maintained and to check that everyone has a thorough understanding of developments and initiatives.
- PLASA will make sure that we know what clients need and will develop our services and benefits to meet clients' expectations. We fully audit the services we provide to ensure the highest standards are met.
- PLASA's staff will take personal responsibility for ensuring that clients feel the outcome is satisfactory.
- PLASA relies on its staff to deliver good service and for that reason the Association ensures that staff training and development is high on our agenda.
- PLASA will always aim to act in a sustainable and balanced way.



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What our Clients can do

- We encourage feedback from clients on all aspects of PLASA so if you have anything at all that you would like to talk to us about, please contact us. We'd be really pleased to hear from you.

Accuracy and Confidentiality

- Any information provided to PLASA will remain confidential and we take steps to ensure that the data that we hold on clients on our database or in any other format is accurate, up-to-date and secure.

CONTACTING PLASA

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