

## Choice Advice Service

# Customer Service Standards

The Choice Advice Service aims to provide a first class service to all our customers and will try and ensure the following service standards are met.

### **Direct Line to the Choice Adviser.**

- We aim to answer your call within 5 rings. The service responds to parental need by offering home visits and therefore officers are in and out of the office.
- If more information is needed following the call a named Choice Adviser will respond within 2 working days.
- We aim to send out information required immediately or within 3 working days where further research is needed.

### **Stage 2 Referrals**

Stage 2 referrals require the Choice Advisers involvement to offer longer term support.

- We aim to provide continuity of service for customers by naming a Choice Adviser contact.
- If cases are long running regular contact with the named officer is offered.
- Every customers have access to an Independent Parental Adviser (IPA) a volunteer who can offer support at the appeal hearing if needed.

### **Impartiality, Confidentiality and Data Protection**

The Choice Advice Service is arms-length and impartial and treats enquiries from customers in confidence.

- We will treat correspondence from customers in confidence and consent will be sought for information sharing.
- We will adhere to the Data Protection Act.
- We aim to offer an impartial service and do so by gaining factual information where possible.

## **Customer Satisfaction**

The Choice Advice Service evaluates the service given via the direct line and during stage 2 referrals. If you have any comments about the service we are happy to receive them.

- We aim to offer useful easy to understand information to all our customers.
- In relation to stage 2 referrals, we aim to provide excellent, good specialist knowledge and a flexible supportive service.
- We will respond, in writing, to complaints within 3 working days and provide a substantive response within 15 working days. Further details are available in our complements and complaints policy.