

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.

## **Evaluation**

There is opportunity for evaluation, offered to 100% of service users.