Management Team

Current Chair: Andy Branch

Volunteer Co-ordinator : Gill Rockett

HCL CUSTOMER SERVICE STANDARDS

Purpose

This document sets out the standards by which we will provide customer service

Scope and responsibilities

Hathern Community Library aims to deliver high standards of customer care and service to all customers who use or experience our services. Everyone who is involved with HCL is personally responsible for providing good customer service. People will form their views of HCL from their personal experience of how we serve them, so we must ensure that we get it right first time and every time. Having a clear set of customer service standards against which we can measure our performance will enable us to continually improve our service design and delivery, so if we are not meeting these standards we'd like you to let us know, so that we can address this.

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Standards of Customer Service you can expect

We will:

- Treat all our customers fairly, with respect and consideration
- Be polite, helpful, open and honest in all of our communications
- Listen to our customers and respond positively to what they are telling us
- Do what we say we are going to do
- Deliver good quality service
- Organise our service around our customers' needs
- Communicate clearly and understandably
- Share information with our customers
- Explain our decision making in a way that customers can understand
- Make the best use of all of our resources
- Deal with customers' feedback positively and quickly and use it to improve the service we provide
- Respect customers' confidentiality
- Let you know how quickly we can take action to answer enquiries or resolve complaints

Standards of Customer Service you can expect

We will aim at all times to meet the standards that we have set out above. In return we ask you to:

- Provide feedback, there is a feedback book available on the main desk in HCL or you can leave a comment via our website www.hatherncommunitylibrary.org
- Treat our volunteers with respect
- Be considerate and polite to other customers
- Provide us with all the information we need to help you
- Let us know if you have special needs
- Ask us to explain anything that you are not sure about
- Tell us where we can make improvements to our services

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