

WheelPower

Our Customer Charter

Principles

We aim to:

- Consider the views of our customers
- Be efficient, effective and accessible
- Be honest, open and accountable for our actions
- Provide clear and appropriate information, guidance and feedback
- Share and learn from best practice in order to continually improve the service we offer
- Publish an annual statement on customer service

Right Treatment

You can trust us to:

- Do what we say we will do
- Be helpful, polite, and treat you with respect
- Try to understand your circumstances
- Protect your personal information
- Investigate all reports of fraud, to protect money granted or donated to the charity

Getting It Right

We will:

- Provide you with the correct information and advice
- Explain things clearly if we are unable to help
- Say sorry and put it right if we make a mistake
- Use your feedback to improve how we do things

Keeping You Informed

We will:

- Deal with your request the first time you contact us, or as soon as we can
- Tell you what will happen next, and by when
- Keep you updated of progress

Easy Access

We will:

- Make more of our information is available online
- Publish information about our services online at www.wheelpower.org.uk
- Explain clearly how to contact us in other ways

In return, we need you to:

- Give us the correct information at the right time
- Tell us when something changes
- Treat our staff and volunteers with respect