

auriga

Customer Service Charter



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Introduction

Our Customer Service Charter states our commitment to ensure we provide our customers with a quality service. It also details the standards that can be used to measure our performance.

Our Purpose, Vision, and Values

Auriga Services is committed to the following purpose, vision, and values:

1. Purpose

“To be your trusted partner, providing support and advice to those who need it most”

2. Vision

“To be the UK’s leading provider of support solutions to help those in times of need”

3. Values

We actively embrace our core values which guide our people, strengthen our partnerships, and ensure we deliver exceptional service to our clients and their customers.

- ★ Collaborate – Achieving success together
- ★ Act – Taking purposeful steps for impact
- ★ Respect – Treating everyone with dignity
- ★ Empower – Inspiring potential for personal growth

Our core values inspire our employees and encourage them to take ownership over their work.

We hold ourselves to meet high standards; expected by the professional bodies we are part of, our stakeholders and those we set ourselves.

Service standards you can expect of our employees

Staff

We ensure that all members of staff adhere to the following standards, at all times:

- ★ We will respect our customers.
- ★ We will provide prompt, friendly, courteous, and efficient customer service and always remain professional.
- ★ We will provide you with impartial, accurate and consistent information, guidance, or advice.
- ★ We will show respect for your privacy in your dealings with us.
- ★ We will actively seek your feedback on our services to ensure they meet your needs.

Procedures and policies

We are committed to adhering to external bodies' best practice procedures, including:

- ★ Holding the appropriate consumer credit license under the Consumer Credit Act 1974 to enables debt advice to be provided.
- ★ Adhering to the Financial Conduct Authority 'Guide for consumer credit firms' (February 2016).
- ★ Complying with the Financial Conduct Authority requirements and expectations outlined in the Consumer Duty.
- ★ Having professional indemnity and public liability insurance or other appropriate arrangements in place.
- ★ Processing all data held in line with Data Protection legislation and the UK General Data Protection Regulation.
- ★ Complying with all Health and Safety, Equality, Inclusivity and Diversity, and Human Rights legislation.

Over the telephone

If a customer calls the office, we will:

- ★ Endeavour to answer your call promptly.
- ★ Introduce ourselves using first names and provide a direct contact number for further communications where necessary.
- ★ Advise you of any delays and offer suitable options or offer to return your call.
- ★ Ensure there is either a trained adviser available to answer all calls or provide a voice message giving details of our opening hours, after-hours service and the time it will take us to get back to you.
- ★ Where messages are left on voicemail, they will be returned within one business day.
- ★ Where possible, when customer calls are transferred internally, we will introduce your call to the recipient to reduce the need for you to explain your call multiple times.

In writing or email

Sometimes, we will send emails or letters to customers. In these instances, we will:

- ★ Write to you in clear, concise language that is easily understood.
- ★ Sign off our correspondences with our name, position and contact details.
- ★ We will respond to your letter or e-mail of general correspondence within 7 working days of receipt.

Measuring and improving the quality of our service

We will measure and improve the quality of our service by:

- ★ Providing feedback forms for each customer to complete, and using the feedback from customers supported, clients and partners to continually improve.
- ★ Agreeing strict Key Performance Indicators and team targets for customer-facing members of staff which will be monitored through monthly file reviews, 121's and Personal Development Reviews (PDR's).
- ★ Producing statistics and reports to adhere with funder service agreements and provided to funders on a monthly, quarterly, and annual basis.

- ★ Invite external auditors to conduct annual investigations.
- ★ Assessing the impacts of our activity in different local areas or among different groups and determining the value of social economic impacts generated by our work.
- ★ Case studies which provide examples of positive changes resulting from our work.

Service standards we expect from our customers

Our staff work hard to provide exceptional customer service, in return we expect customers to:

- ★ Be courteous, polite, and respectful of our employees.
- ★ Be open and honest with us by providing accurate and truthful details.
- ★ Let us know when your situation changes, for example, your address or personal details change.
- ★ Tell us where we fall short on our service in any aspect so that we may improve our services to you.
- ★ Help us recognise our employees by telling us when you have received excellent customer service.

Contacting us

If you would like to suggest ways in which we can improve our service, you can:

Call:

- ★ Speak to the relevant area of the business by telephone: 0121 321 1324.

E-mail:

- ★ Send an email to our office on qms@aurigaservices.co.uk.

Mail:

- ★ Write to our directors:

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Auriga Services Limited
Emmanuel Court
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