



CUSTOMER SERVICE CHARTER



NEWTEC is committed to providing a responsive customer focussed service and effective lines of communication with all our service users. This includes guidance on all the services offered, and respect for confidentiality and any security constraints. All delivery is covered and protected by robust Equality, Diversity & Inclusion and Safeguarding Strategies.

What is expected from NEWTEC?

- A safe and welcoming environment
- Responsive, courteous and consistent service delivery
- Prompt and efficient enquiry handling, in line with established customer service standards
- Impartial and independent advice
- Regular collection of service user views and completion of annual surveys to measure effectiveness and to evaluate the service
- A high standard of service to users at all times and be committed to resolve any complaints in a timely manner
- Staff members who comply with regulations including Health & Safety, Safeguarding, and Equality, Diversity & Inclusion that are appropriate to the training in NEWTEC

What is expected from NEWTEC Service User?

- To wear ID badges whilst on site at all times
- Advise NEWTEC staff of any Health and Safety, Safeguarding or Equality, Diversity & Inclusion issues
- Treat staff and other services users with respect and no threats of violence
- Make clear requests and provide correct contact details
- Inform NEWTEC when details change
- Tell us how we can improve our service