Customer Care Policy

The Voluntary Network operates Community Transport and Befriending Service. The following policy applies to all Staff and volunteers.

Customer Care

At The Voluntary Network (TVN), we pride ourselves on ensuring the safety of all our staff, volunteers and service users.

Our Staff

- All staff are issued with a Staff Handbook and a Job Description. The Handbook highlights the importance of being an Ambassador for The Voluntary Network.
- Drivers complete appropriate training MiDAS
- Staff and Volunteers are encouraged to report any potential incident/misunderstanding with service users in order that TVN can swiftly resolve any issues.

Communication

- Service users must be treated with the utmost courtesy and respect at all times
- All Transport bookings must be made directly with the Bookings Administrator, they must not be placed with the drivers directly
- The company will endeavour to answer all telephone calls promptly, normally within 6 standard rings. It must be understood, however that this is not always possible.
- Emails should be read and, where applicable, replied to within 6 hours.

The Service

- Fares will be charged at our standard rates and these are always readily available to any customer on request.
- In the event of an operational or vehicular problem, which would result in a pre-booked vehicle not being able to reach an agreed pick-up point at an agreed time, TVN will notify the customer as soon as this fact is known. Where possible TVN will arrange for another vehicle to attend.
- Risk Assessments are carried out on each of the services and reviewed annually
- All Policies are reviewed every 2 years and are available upon request to all service users
- No Smoking is allowed on any of our vehicles, including electronic vaping
- We operate a strict “no mobile when mobile” policy

- Vehicles are kept clean both inside and outside, with any damage to be reported to TVN
- Drivers will always drop-off in a safe location, where the driver and vehicle would be safe from collisions
- We will regularly seek feedback from our Customers in the form of a "Passenger Survey", all information returned will be evaluated. Evaluation will be shared with Passengers, Staff, Volunteers, Trustees and Funders.

Complaints

- In the event of any complaint against TVN, or one of the company's employees, or volunteers, we would invite the completion of our "Complaints Form". All complaints will be dealt with by the Manager and Trustee Board of TVN.

Dated August 26 to be reviewed August 28