

Our service standards

What to expect from care & repair

We are committed to delivering a high standard of service to our clients. Every person who comes to one of our care & repair agencies will receive an efficient, caring and professional service and will be treated with consideration and respect.

Throughout the time you are dealing with us, we will:

- always identify ourselves on the phone or when visiting you at home
- give you all the information you need to make informed choices, and always respect your decisions
- clearly explain procedures and timescales and keep you informed of progress
- advise you of any costs of the services provided before any work goes ahead
- ensure that any information you supply is kept confidential and only divulged to a third party if it is necessary in order to carry out the work and then only with your consent (unless we have information which we are obliged to disclose by law)
- ensure that all clients receive the same service and are not discriminated against in respect of age, gender, disability, religion, sexual orientation or ethnic origin
- investigate any complaints in accordance with care & repair's complaints procedure.

What we expect from you

As a client of care & repair we would expect you to:

- treat our staff with courtesy and respect
- pay for any agreed services promptly and in full
- provide all the information we request from you, including accurate financial information, to enable us to give you the best advice, to complete our statistical database (so that we can be monitored) and to support any application for assistance we make on your behalf.

Monitoring our service

The quality of our work is monitored in several ways: by our funders, by local advisory groups and by our clients. Everyone who has received a service from us is sent a client satisfaction questionnaire to complete and return. The feedback (good and bad) we receive from these questionnaires is very important to us. We are proud that we have a high level of customer satisfaction. Where we do receive complaints or expressions of disappointment, we will always investigate them and work with you to achieve the best possible outcome.

"Best thing since sliced bread!!"

To read some of the comments taken from client satisfaction questionnaires, please see our page of [satisfied customers](#).