



Prince's Trust

Customer Feedback Policy

This is a Prince's Trust policy to be followed by all staff and volunteers

This policy describes how feedback from customers and stake holders should be managed. Complaints from staff should be handled in accordance with the grievance procedure.

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Version	2

Summary of changes since previous version

- Version 1 'Complaints Policy' deals with the way we respond to complaints. Version 2 is called 'Customer Feedback Policy' and extends the policy to include feedback which is positive as well as negative.
- The policy includes an additional objective 'To make sure our customers know how to feedback their views on the service they receive'
- The addition of a feedback definition: 'Feedback is any comment made by a customer which expresses an opinion or view on the way we have delivered a service or acted in accordance with our values'
- The addition of the need to provide information so that improvements to our various services can be made.

Purpose

The Prince's Trust will respond to, manage and record feedback received from all its customers and stakeholders including young people, donors and partners.

The Prince's Trust aims to provide all its customers with a high standard of service and will gather and learn from any feedback provided by young people or other stakeholders. In particular, we will respond to any complaint with efficiency, courtesy and fairness.

Who the policy applies to

All Prince's Trust staff and volunteers

Why we have this policy

To make sure our customers know how to feedback their views on the service they receive

To ensure consistency across The Prince's Trust in the way feedback is handled

To improve the service we offer by recording feedback, including complaints, and investigating any trends

To make sure all complaints are handled according to good practice

To increase donor loyalty by satisfactorily handling any complaints

Context

Definitions

Feedback is any comment made by a customer or stakeholder which expresses an opinion or view on the way we have delivered a service or acted in accordance with our values

Feedback may sometimes take the form of a complaint. A complaint is any contact made by a customer or stakeholder with The Prince's Trust expressing dissatisfaction with our procedures, employees, partners, and quality of our services or charges.

Details

It is the policy of The Prince's Trust to put its approach to feedback into practice by:

- Providing customers with a copy of the Customer Feedback Policy on request
- Being easily accessible and well-publicised both internally and externally
- Being simple to understand and use
- Respecting people's desire for confidentiality
- Recording feedback
- Providing information to management so that improvements to our various services can be made

If the feedback takes the form of a complaint, we will:

- Handle it quickly within established time limits for action, and keep people informed of progress
- Record responses to all complaints in writing with details of action taken to resolve complaints
- Ensure a full and fair investigation
- Address all the points at issue and provide an effective response and appropriate redress
- Endeavour to carry out and complete all actions to resolve complaints within a maximum of 10 working days
- Keep the customer informed of our progress at least once every 14 days in the case of complex complaints, which will take longer than 10 days to resolve - unless otherwise agreed with the complainant
- Refer complaints promptly when the initial complaint has not been resolved to the customer's satisfaction

All Prince's Trust policies are reviewed annually in April.

Comments related to the maintenance of this policy should be directed to Simon Doyle