



B. BOWDEN & CO. LTD

CUSTOMER CARE POLICY

B Bowden and Company understand that one of the most important aspects of Business is Customer Care and making sure the client feels attended to, even when there are no complaints. B Bowden and Company make sure all our staff are knowledgeable of Current Schemes and works that are scheduled to be undertaken in peoples homes. B Bowden and Company Customer Care Policy comes into effect the moment our employees make contact with the customers. All employees are to conduct themselves in a courteous and respectful manner in all circumstances. Appointments are to be made with the customer's requirements taking priority and rapid response is our aim for all customers.

Procedures

In the uneventful case of these requirements not being met, the initial employee dealing with customer activates a non-compliance form on Backstage.

Backstage flags the customer details up for a manager to decide whether further action is to be taken or if the complaint can be resolved at this level.

If the need to take the complaint to the next level the Financial Director will take control then ultimately the Managing Director.

All complaints can only be signed off once the Financial Director is satisfied the complaint is resolved and procedures have been put into place to prevent further complaints if needed.

Conduct On-Site

The purpose of the standard is to ensure that when working with vulnerable and elderly residents during major works, any special needs are identified in the initial consultation process and reflected in our contractors plan.

These standards include:



- * Consider what is needed from both the Client and the Contractor to enable the tenant/client to have the work done rather than be left out of the scheme because of their special needs.

- * Use large print on all correspondence, and translation if necessary.

- * Visit more frequently (at least once a day) to offer help and assurance throughout the duration of the works and the period leading up to their start. Remember that many elderly people do not like to complain so it may be necessary to ask questions to find out whether the tenant really is coping.

- * When there is a break in power supply due to the works, provide assistance when necessary to reset electrical equipment, e.g. central heating controls, television, microwave etc.

- * Ensure full washing facilities are maintained and left live at the end of each day. A check at the end of each day before leaving the site is essential to make sure that everything has been left working and that the tenant is aware.

- * Consider splitting the works, e.g. in the kitchen and bathroom, if the tenant/client feels the mess, disruption and loss of essential services is too much to bear in one go. Consider condensing the work and programming it differently.

- * Ensure that any special needs in relation to medical conditions, vulnerability etc are ascertained at an early stage and that these are dealt with sympathetically, e.g. by varying the working pattern to suit the needs of the tenant. This might include consideration of:
 - Tenant's/client's normal daily routine, e.g. time of getting up in the morning, meal times.

 - Ensuring uninterrupted access to essential services (water, toilet etc).
 - Medical needs (timetable for medication etc).

- * Typical examples might be
 - Mrs. B has no medical conditions that she would consider it necessary to alert the contractors to, but her advancing years cause her to be quite slow in the mornings and she does not cope well until around 10am.



- Mr P is diabetic and keeping to regular mealtimes is very important to him as they are set around times when medication needs to be administered.
- Mrs. K has a career three times a day, once to help her get up in the morning, once around lunchtime and again some time in the evening to help her get ready for bed. Although times may be given, they are only approximate and can vary by up to an hour each day. Mrs. K also has a district nurse once a week that can only offer 'morning' or 'afternoon visits.'
- Mr C has prostate problems and needs to use the toilet quite frequently.
- Mrs. M takes diuretics and needs to visit the toilet more regularly especially in the mornings. Having to ask the contractors for access whilst they are working in the bathroom would be extremely embarrassing for Mrs. M, so a method of working around this must be agreed before the start of works.
- Mrs. W is frail and has failing sight. She uses the furniture in her home to identify her location and as support to move around her flat. Moving furniture for access or creating obstacles with boxes, fridge etc may not be acceptable.
- Mr & Mrs. P have prayer times throughout the day, which must be taken into consideration, perhaps by keeping a room free for them where they can be away from noise and interruptions.
- * Don't pass on any personal details to the trade's people, just the additional consideration and changes to the normal working pattern that they must follow.
- * Consider the tenant's ability to easily use the standard layout of a kitchen and/or bathroom (bending, reaching etc). If necessary, ask the Client to refer to the occupational therapist for assessment and await instructions.
- * With the individuals consent, ask the Client to obtain contact details for doctor, careers and relatives and record on a tenant profile, for our use in the case of an emergency.
- * Encourage the tenant to involve their family and relatives at an early stage so that they can provide input to the way the work is carried out and are kept informed.



- * Ask the Client to make the relevant community-housing officer and the programme consultation officer aware of the special needs and of the consultation plan being followed.
- * Ask the Client to make enquiries with the visiting warden service to see if they know the tenant and/or receiving visits. If not and the tenant is over 60, request that the tenant be added to the visiting list.
- * Where appropriate, ask the Client to consider referral to tenancy support team.
- * With the individual's consent and where appropriate, ask the Client to make contact with any career and/or the district nurse to ensure they are informed of the work and what it entails. They may have advice to offer.
- * With the individuals consent and where appropriate, ask the Client to make enquiries through the occupational therapist for any social services input.
- * Ask the Client to consider the need to provide temporary accommodation / care facilities for the duration of the works, and to consult with the occupational therapist if the work is considered impractical with the tenant in occupation.
- * If it is not possible to carry out any of our work whilst the tenant/client is in occupation, the first approach should be to ask the Client to ascertain whether there are any family members the tenant could stay with.