

Bishop's Stortford Baptist Church (BSBC)

Quality and Stakeholder Care Policy

Policy Statement

BSBC aims to set clear standards of service and to regularly review and improve performance. BSBC's resources will be used effectively and efficiently in order to provide the highest standard of service to all stakeholders.

BSBC will openly provide clear information about its services, which will be easily accessible to everyone who needs them. All enquiries and complaints will be dealt with in a prompt manner. Present and potential users of BSBC services will be consulted with, and their views will be used to continually improve the service provided.

Six Standards for Care

1. Responding to correspondence

BSBC will answer all correspondence from the public - including letters, faxes and emails – in a fast and clear manner.

Target:

- To answer all correspondence within 5 working days.

2. Appointments

BSBC staff and Office Holders will see people punctually when an appointment has been made at its Office. If no appointment has been made, BSBC staff and Office Holders will endeavour to see people as promptly as is reasonably possible.

Duration of appointment to be agreed when booked.

Targets:

- To see people within 10 minutes of any appointment that has been made.

3. Answering telephone calls

Telephone calls will be answered in a fast and helpful manner. Voicemail messages to the Office will be responded to daily.

Target:

- To answer calls to main telephone enquiry line as quickly as possible. To ensure the Ansaphone is operating to take calls when no-one is available.

4. Information

BSBC will provide clear and straightforward information about its services and those of other local voluntary organisations to help people find the information needed.

Target:

- To publicise current telephone enquiry number and email addresses and BSBC website for public enquiries.

5. Complaints procedures

BSBC will publicise its complaints procedure and promptly deal with any complaints received.

Target:

- To publicise the complaints procedure on the BSBC website and have complaints procedure displayed in BSBC's Office.

6. Access of services to all

BSBC will do everything that is reasonably possible to make its services available to everyone, including people with specific needs.

Target:

- To consult with users and potential users regularly about the services BSBC provides.
- To consider changes in service as a result of the consultation.

This policy is to be read in conjunction with the following policies:

- Complaints
- Confidentiality
- Equal Opportunities
- Data Protection

This policy was adopted by the Trustees on 11th November 2019 and will be reviewed every three years.