

Customer Care Charter

The Mission, Vision and Values of the Payroll Village

Our **Mission** is to provide outstanding customer services and become champions at what we do.

Our **Vision** and values are to provide:

Individuals dreams and aspirations will be appreciated and respected

The freedom to achieve goals but within clearly set guidelines

To realise we are all responsible for the motivation of our team

Remember the importance of our relationships

To always strive to improve ourselves

To do whatever needs to be done to delight our customers, their friends and families

Introduction

Payroll Village is committed to building excellent relationships with all its customers and to provide a policy of continuous improvement in service.

The Carrington Group is our parent company and it provides a wide range of services to people and organisations around the United Kingdom. This Charter sets out the quality of service customers can expect from Payroll Village and the Group as standard.

Payroll Village has an uncompromising commitment to providing services free from discrimination on the grounds of ethnic or social origin, gender, disability, age, sexual orientation, religion or nationality.

Our commitment is to deliver both an effective and efficient service which recognises and values the importance of our customers. We are dedicated to continuously developing and improving our customer services by focussing on keeping the customer at the centre of all our activities.

Our commitment to you

Payroll Village is a employment benefits organization who firmly believe in treating every customer as an individual.

Therefore, you can expect:

To be treated with respect and courtesy;

To be dealt with promptly and efficiently;

To have full access to services, advice and guidance you require to ensure that, as far as possible, your needs are met and your decisions are well informed;

To have an effective complaints system to enable the team at Payroll Village to deal with any concerns or complaints efficiently and effectively

Standards of Service

As part of our commitment to a high standard of customer care, Payroll Village aims to achieve the following targets:

All personal documentation will be signed by a named person

All telephone calls will be answered within 3 rings (exceptions to this may include peak times, where every effort will be made to respond to the calls as quickly as possible).

All staff will remain polite, courteous and respectful at all times even in the face of difficulties

Reception will be staffed at all times

All customers will be fully informed of all benefits that can be gained by being part of our group

Customer Care

To ensure consistently high standards of customer care, Payroll Village believes that all members of staff have a responsibility to provide assistance and information about any services that the group provides. We also believe that everyone must take personal responsibility for Customer Care, and treat others how they would wish to be treated, especially in volatile circumstances. Payroll Village actively recruits only the best qualified and most experienced staff available and, through an ongoing programme of staff development, ensure that the skills of staff match the needs of its customers.

Customer Feedback

Payroll Village welcomes comments and suggestions about our services from any of our customers and provides Customer Satisfaction Surveys for all customers to complete and return.

Complaints

Payroll Village recognises that from time to time customers may be dissatisfied with the standard of services that they have experienced, and we believe that such issues need to be addressed in order to ensure that our normal high standards are maintained. For this reason, we would welcome an initial telephone call to inform us of their dissatisfaction where we will endeavour to correct the issues as best as we can. If this procedure fails then we would appreciate a written form of the complaint so that we can escalate these issues to our managers.