



The Queen's Award for Voluntary Service

**PCP**

Health, wellbeing  
and learning for all

# PCP Customer Charter

## What you can expect from us:

- Services/projects that are accessible and easy to use.
- Highly skilled, knowledgeable and competent staff.
- Friendly, helpful, supportive staff and volunteers.
- Clear communication and efficient systems.
- To be treated with dignity and respect at all times.
- Confidentiality to be maintained.

## What we expect from you:

- To be polite and courteous at all times to our staff, volunteers and other service users.
- To let us know if you need to cancel an appointment.
- To help with service planning, design and evaluation.

## Service standards:

- When answering the telephone, staff will clearly state their first name and section.
- We aim to see customers within 10 minutes of arriving at reception.
- All staff will wear identification badges.
- We aim to respond to all general enquiries emails within four working hours.
- We will acknowledge complaints within five days and deal within four to six weeks.

## If we fail to reach these standards:

Please speak with a member of staff or contact us:

- Telephone 01325 321234
- Email [enquiries@pcp.uk.net](mailto:enquiries@pcp.uk.net) to
- Request a copy of our [complaints process](#).



Registered Charity No: 1067888  
Company Limited by Guarantee No: 3491237

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- Confidentiality to be maintained.

## What we expect from you:

- To be polite and courteous at all times to our staff, volunteers and other service users.
- To let us know if you need to cancel an appointment.
- To help with service planning, design and evaluation.

## Service standards:

- When answering the telephone, staff will clearly state their first name and section.
- We aim to see customers within 10 minutes of arrival
- All staff will wear identification badges
- We aim to respond to all general inbox emails within two working days
- We will acknowledge complaints within five days and deal within four to six weeks.

## If we fail to reach these standards:

Your feedback is important to us and if you have a comment please contact us:

- Telephone 01325 321234
- Email [enquiries@pcp.uk.net](mailto:enquiries@pcp.uk.net)

Occasionally things go wrong, if you have a complaint about our service please request a copy of our complaints process. We will acknowledge complaints within five days and aim to resolve them within four to six weeks.



Registered Charity No: 1067888

Company Limited by Guarantee No: 3491237

Registered Office: Pioneering Care Centre Carers Way Newton Aycliffe County Durham DL5 4SF