

NSPCC Customer Service Point

Customer Charter

NSPCC Customer Service Point is committed to providing an excellent service to external customers interested in Child Protection Consultancy training courses, consultancy services and publications.

NSPCC Customer Service Point will:

- provide a detailed response relating to all CPC training courses, publications and consultancy services available for a professional audience
- recommend a packaged solution to professional individuals and organisations relating to their child protection needs
- provide child protection advice by qualified experts
- filter customers to appropriate departments of the NSPCC as required
- process applications for training.

Customers can expect us to comply with the following standards:

1. Telephone calls

NSPCC Customer Service Point opening hours are **8.30 - 17:30** Monday to Friday, excluding bank holidays. Voicemail is operated outside office hours.

We aim to:

- answer telephone calls within **10** seconds of welcome message
- use an initial automated greeting, identifying the organisation and department and providing data protection information, followed by a personal greeting from a Customer Services Officer
- treat all customers with courtesy and respect
- provide accurate and quick information where available
- transfer calls to other departments and provide a call-back service when necessary, and always inform the customer about the reason for this.
- brief the other department about the enquiry when transferring calls in order to minimise inconvenience caused to the customer
- provide call-back by a Child Protection expert when required within **2** working days relating to bespoke training and **3** working days for consultancy services. (Northern Ireland and Wales call back within **3** working days)
- refer all concerns about a child's safety or welfare to the Child Protection Helpline (Duty Helpline Manager)
- respond to voicemail messages within **1** working day.

2. Email and written enquiries

NSPCC Customer Service Point responds to email enquiries immediately with an automated response. Enquiries will receive a personal response within **2** working days of receipt. If response is delayed, customer will be informed about the reason for this.

We will:

- use clear and jargon-free language
- save written communication in a secure place
- reserve the right not to respond to persistent email enquiries once a satisfactory response has been provided.

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3. Training requests

NSPCC Customer Service Point will be responsible for responding and fulfilling all training enquiries and requests.

We will:

- record all details from initial enquiry to evaluation of training delivered
- process applications for training on our national courses and confirm dates of attendance within **2** working days of initial enquiry. (Northern Ireland and Wales processed within **3** working days)
- gather all required information and transfer commissioned training requests to a child protection expert, aiming to respond within **2** working days of the initial request
- record and analyse all training requests we are unable to accommodate
- recommend alternative services/products where reasonable
- review evaluation of services delivered and contact customer within **5** working days of delivery where further information is required.

4. Consultancy requests

NSPCC Customer Service Point will be responsible for responding and fulfilling all consultancy service enquiries and requests.

We will:

- record all details from initial enquiry to evaluation of consultancy delivered
- gather all required information and transfer consultancy service requests to a child protection expert when required, aiming to respond within **3** working days of the initial request
- recommend alternative services/products where reasonable
- review evaluation of services delivered and contact customer within **5** working days of delivery where further information is required.

5. NSPCC Publications Sales

NSPCC Customer Service Point will be responsible for recommending suitable publications to meet the enquiries child protection needs.

We will:

- process sales of publications within **1** working day
- ensure that customer receives the delivery within **28** days of receipt, and inform customer about unavailability of stock
- recommend alternative services/products where reasonable.

6. Complaints

We will:

- assess the nature of complaint gather further information and refer to relevant manager
- acknowledge all complaints within **5** working days
- respond in writing within **10** working days of customer's initial complaint if the complaint can be resolved without the need for formal investigation
- in the most serious cases we will aim to complete all formal investigations within **20** working days
- keep customers informed of actions and recommendations
- retain all correspondence for **13** years.