



Sussex Coaches Customer Care Policy

If you need us, we are here, If you want us, you can reach us day or night, you can trust us to do our best. We have an extensive Quality Manual to ensure our customers receive a quality service.

Involving our customers

We will make sure we understand what our customers need and develop our services around our customers' expectations.

We will:

- regularly ask customers for their opinions about our services.
- ensure that our customers help shape the services we deliver.
- be honest about what we can do and what we can't.

Our people

We recognise that we rely on our staff to deliver great Customer Care.

We will:

- ensure our staff are trained and competent to deliver our services.
- ensure our staff treat every customer as we would wish to be treated ourselves with respect, courtesy and understanding.
- train every member of staff in Customer Care.

Reaching us

We will provide different ways to help people contact us and access the services they need.

We will:

- make information about Sussex Coaches and its services easily available.
- publish opening hours and describe how to access services.
- provide a welcoming, friendly environment, easily accessible to all.

How we communicate

We want to make every contact a positive experience for our customers.

We will:

- always listen carefully to what customers and colleagues say.
- be polite and honest.
- give a contact name and details.
- let people know what will happen next.
- point people in the right direction if we can't help.
- provide a suitable environment and ensure confidentiality.
- write letters, emails and publications that are easy to read and understand.
- respond to letters and emails promptly
- let people know if there will be a delay in responding.
- ensure answer-phone messages are clear and tell people when to expect a reply and offer an alternative contact.

Measuring how we perform

We want to make sure that our commitment to Customer Care is making a difference, and we will assess our success by measuring what our customer's value.

We will:

- seek regular feedback on Customer satisfaction.
- publish details of how customers can tell us about complaints, pay compliments and give us feedback.
- investigate all complaints thoroughly, as quickly as possible, and learn from mistakes.
- set specific Customer Care standards.