

EXECUTIVE BUSINESS SUPPORT
CUSTOMER SERVICE CHARTER



OUR COMMITMENT TO YOU

ASSOCIATIONS ● GROUPS ● CHARITIES ● SOCIETIES

Mission statement

Use experience, knowledge and initiative to actively contribute to the long-term success, stability and growth of professional healthcare organisations and charities.

Our values

Dependability

Our 20 years' experience of working with professional healthcare organisations has given us an exceptional knowledge base which we use to share best practice both with our clients and within our business. It also means that we can advise clients on a broad range of matters which gives them a reliable, stable and dependable source of expertise. In addition, you can depend on us to select highly skilled association managers to deliver you a quality, professional and highly valuable service.

Friendly

Our team is friendly and approachable and we pride ourselves on building excellent relationships with everyone we work with. We are a dedicated, hardworking and conscientious team who are passionate about providing the best for our clients. The EBS offices are warm and welcoming and we provide a happy working environment.

Integrity

EBS is an honest and transparent organisation and we take great responsibility in all that we do. Our trustworthiness means that we retain clients and we conduct regular customer service reviews to ensure that we meet expectations. Our policies, training and procedures help to provide consistent working practices across our business. We listen to our clients, and as a business, we are learning all the time.

Innovation

Through reviewing and streamlining existing systems and processes, EBS is able to apply better solutions to meet the needs of clients. We invest in new technologies and through our pro-active approach we are also able to identify resource gaps and advise suggestions. We aim to be innovative and to build upon existing practices within our client organisations to help them be more efficient.

Our customer service aims

We aim to exceed our clients' expectations through the provision of excellent customer service that is delivered in a timely way, by professional staff that are responsive, helpful and knowledgeable.

We aim to deliver a range of services that meet the needs of the client, utilising efficient, cost-effective systems and processes.

We aim to be innovative and to build upon existing practices within our client organisations to help them be more efficient.

We will always strive to better our level of service and we actively encourage feedback and suggestions from clients.

We aim to measure customer satisfaction levels at least on an annual basis, to ensure service expectations are being met.

Our customer service standards we will always:

Answer all telephone calls personally, within 5 rings between the hours of 9am to 5pm
Monday to Friday.

Where telephone calls are more complex, arrange to call you when we have the relevant information.

Respond to all phone messages within one working day.

Respond to letters and emails within one working day.

Maintain a professional, courteous and helpful approach.

Provide clear and accurate information.

Our commitment to privacy

We are committed to providing the highest levels of confidentiality and we guarantee that:

All communications are treated in the strictest confidence.

We will only use the information that we collect lawfully in accordance with the Data Protection Act 1998.

Our commitment to security

We are committed to providing the highest levels of confidentiality and we will ensure that:

All data is processed and stored in accordance with the Data Protection Act 1988.

All data is stored on a secure server.

All data is backed-up on a daily basis and stored off site.

All emails we send are checked with up to date anti-virus software.

Sensitive information is encrypted / securely protected.

Our commitment to our team

We are committed to personally selecting high calibre employees who have the skills and experience to deliver an exceptional service. We invest in our staff and support them in the following ways:

Line management support via fortnightly 121 meetings

Biannual performance reviews

Annual appraisals

Setting clear objectives

In-house training and external courses

Monthly employee reward scheme

Our commitment to resolving complaints

Whilst we aim to deliver excellent standards of service to all our customers, we also realise that at times you may be dissatisfied when something has not gone well. We take complaints extremely seriously and to ensure they are dealt with in the correct manner we aim to:

Acknowledge the complaint within 24 hours and provide an initial written response within seven days.

Conduct a full investigation and provide a final written response within thirty days.

We will apologise if we sometimes get things wrong and will do everything within our power to put it right