

# Support Line Services Welfare Rights Team

## Customer charter

Our customer charter is our commitment to you and lets you know what you can expect from us.

### We will:

- answer letters within seven calendar days
- acknowledge emails within three working days
- answer the phone as soon as possible or offer you the chance to receive a call back if there is nobody available to speak to you
- give our name when answering the phone
- use plain English in all written communication
- be polite, courteous and helpful and show every customer respect
- try to make sure our advisers are on time for face-to-face meetings and appointments and do our best to hold them at a time that works for you
- do our best to call you back at the time we agreed
- make sure our staff and volunteers are approachable and trained in all aspects of their work:
  - Staff and volunteers will receive training to offer clear answers to customers' questions in a helpful and friendly way.
  - Staff based in a face-to-face setting will be checked with the Disclosure Barring Service.
  - Staff and volunteers will receive training in recognising, accepting and valuing diversity.
- achieve our customer service standards:
  - We will constantly monitor our performance and provide additional support and guidance to staff where appropriate.
  - We will provide a complaints procedure, so you can highlight ways for us to improve our services.
- make use of clear procedures, which are regularly reviewed, to help make sure everyone receives a good service
- use customer feedback to inform our Service Delivery Plan.

The Support Line Services and Welfare Rights Team are committed to the Macmillan Customer Experience Principles:

- Empathy
- Proximity
- Resolution
- Inspiration
- Empowerment



**MACMILLAN**  
**CANCER SUPPORT**  
**RIGHT THERE WITH YOU**