

Supporter Care Charter

When you contact us by phone, letter, e-mail or social media:

- We will never sell your details to any other organisation or charity for their use. We will never cold call you. If you do not want us to contact you and you have told us that – we won't.
- All staff will endeavour to answer all calls within three rings and will remain polite and professional and will always give their first name. This will ensure you know who you are dealing with and they will try to remain your point of contact.
- During working hours (Monday – Friday 9am-5pm) if all of the team are on the phone, your call maybe answered by one of our volunteers. In the unlikely event that nobody is available there will be a voicemail facility to leave a message. All messages will be responded to within 24 hours during the week and within 48 hours at weekends.
- We will respond in plain English and we will not use jargon in any of our communications.
- We will always strive to provide an excellent standard of customer service.
- We will endeavour to be transparent and honest with any responses that we provide
- We will be as helpful and knowledgeable as possible and hope that we can answer your query at the first point of contact. If we cannot answer your query we will find the correct person for you as soon as we possibly can. If the correct member of staff is not available, we will attempt to put you through to another appropriate member of staff.
- If a call back is required, we will set a realistic timescale for somebody to call you back and will ensure this is done within that set timescale.
- We will treat everyone fairly and with the upmost respect.
- If we have made a mistake, we would like our supporters to tell us and we will put things right as soon as we can.
- If you send us a letter we will respond to you in writing within five working days.
- We will acknowledge a complaint *within two working days* of receiving it
- If further investigation is required, we will aim to complete any investigation and send a written reply to the complainant *within five working days* of receiving it.
- We will acknowledge receipt of emails immediately with a response email.
- A full response will be supplied within 48 hours of receipt.
- We will respond, where appropriate to all enquiries that are sent to our official Facebook and Twitter accounts. We do not deem it fit to respond to abusive, racist inappropriate comments and these will be removed from sight where possible and/or not responded to.
- We aim to exceed your expectations with the level of service that we provide.
- We will constantly strive to use your donations in the most effective way possible.
- We recognise the true value of every single supporter.
- We respect the rights, dignities and privacy of all of our supporters & beneficiaries.
- Together we will strive to inspire support for our wounded, injured, sick and returning veterans.

