

PSOW SERVICE STANDARDS

1. We will ensure that our service is **accessible** to all.

This means that we will:

- 1.1 Not charge for our service
- 1.2 Be customer focused
- 1.3 Understand your needs
- 1.4 Guide you through the complaint process
- 1.5 If appropriate, direct you to another organisation which may help

2. We will **communicate** effectively with you.

This means that we will:

- 2.1 Treat you courteously, respectfully and with dignity
- 2.2 Communicate with you by your preferred method where possible
- 2.3 Explain our role to you
- 2.4 Let you know what we can and cannot do
- 2.5 Explain our process for handling complaints
- 2.6 Keep you regularly updated of the progress of your complaint and timescales
- 2.7 Provide you with contact details for the member of staff dealing with your complaint
- 2.8 Provide accurate information, in plain and clear language

3. We will ensure that you receive a **professional** service from us.

This means that we will:

- 3.1 Ensure staff have relevant knowledge, training and skills to determine complaints, or access to suitable professional advice
- 3.2 Deal with complaints in a timely manner
- 3.3 Provide appropriate remedies for any faults we identify
- 3.4 Promote wider learning and improvement
- 3.5 Keep accurate records, and hold data securely
- 3.6 Where necessary, share information appropriately
- 3.7 Follow our processes for considering complaints about us, and acknowledge and apologise for any mistakes we make
- 3.8 Seek and use feedback to improve our service

4. We will be **fair** in our dealings with you.

This means that we will:

- 4.1 Work with you without discrimination or prejudice
- 4.2 Make decisions on the basis of the relevant evidence
- 4.3 Explain the reasons for our decisions
- 4.4 Explain how to challenge our decisions
- 4.5 Explain our approach to unacceptable behaviour

5. We will operate in a **transparent** way.

This means that we will:

- 5.1 Publish details of our most senior members of staff and the rules under which we operate
- 5.2 Have procedures to deal with any conflict of interest in handling complaints
- 5.3 Be open with you about the investigation
- 5.4 Publish lessons learned from complaints
- 5.5 Provide information about our approach to handling complaints about us
- 5.6 Explain to you what we can do if the body does not implement our recommendations