

## **CUSTOMER CARE POLICY**

Chrysalis Arts Development Ltd (CAD) has developed a Customer Care Policy based on our belief that all of our customers (users, artists and audiences) are central to our organisation and we strive to ensure high standards in all our dealings with them. To do this;

- We prioritise the needs of our customers and partners throughout the project planning process, to ensure our work meets the needs of local communities
- All Directors and individuals contracted to provide and deliver services on our behalf are expected to respond to customer needs as a priority.
- We will deal courteously and professionally with customers at all times.
- We will deal fairly and consistently with customer complaints using our formal complaints procedure.
  - The Project Director will deal with complaints in the first instance. If necessary, further investigation may be carried out by a designated member of the Board of Directors, and action taken as appropriate. The customer will be formally advised of the company's response and/or position in relation to the complaint within 10 working days.
- We actively encourage feedback, through project evaluation, through random sampling of users, and through the monitoring of our Equality and Diversity Policy.
- We will ensure staff customer care training needs are identified through the annual staff appraisal process and appropriate training carried out.

The Board of Directors will formally consider issues relating to our customer care policy on an annual basis.

**Owner**

**Procedure lead**

**Formally endorsed by**

**Last review**

**Next review**

**CAD Board**

**Rick Faulkner**

**CAD Board**

**Feb 2023**

**March 2024**