

CareMalta is committed to delivering excellent customer service. This customer care policy sets out what this commitment means in practice and what our customers can expect from us. CareMalta has also introduced a Complaints Procedure as part of our Customer Care Policy.

## **Customer Care Policy**

### **Our promise to you**

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. All our staff is responsible for providing an efficient, effective and professional service.

### **We will ensure that you are dealt with:**

- Quickly, effectively and efficiently
- Without discrimination
- In a courteous helpful and respectful manner.

### **We will always:**

- Keep you informed.
- Ensure that staff takes responsibility for resolving or dealing with your query adequately.
- Provide as much information as possible to help you make informed choices.
- Ensure all our services are delivered within safe environments.
- Be responsive to the needs of our customers.
- Act in accordance with the law.

### **We would like you to:**

- Provide us with the information we require to assist you.
- Treat all our staff fairly and with respect.
- Provide your views and suggestions to help us to improve our services.

## **Our customer care standards:**

### **- Face to face contact**

We will:

- Respect your privacy, offering complete confidentiality where possible.
- Listen to you and respond to your needs.
- Be welcoming, courteous and helpful at all times.

### **- Contact by telephone**

We will:

- Aim to answer the telephone within 20 seconds (six rings) during normal working hours.
- If a member of staff is not available, their telephone should be answered by a colleague within the target time.
- If your call is diverted to an answer machine we will reply to your message within 24 hours, except at weekends or during bank holidays.
- Attempt to resolve your query at the first point of contact. If this is not possible we will refer your query to someone who can help and ensure that you have the name of the staff member dealing with the query.

### **- Contact in writing**

We will:

- Aim to respond to standard written enquiries within five working days (one week) of receipt, resolving the issues raised if at all possible. If the issue is more complicated and likely to take longer to resolve, we will provide you with an approximate timescale in which you can expect a response from us.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

- **Contact by email**

We will:

- Aim to respond to emails sent within 24 hours, except at weekends or during bank holidays. All emails should at least receive an acknowledgement within one working day stating when a full reply will be made if it is not possible to deal with the inquiry immediately.
- Aim to provide a full response to email inquiries within five working days of receipt, resolving the issues raised if at all possible.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

**Delivering an effective service to customers with different needs**

All our customers have the right to expect the same level of service. CareMalta is careful not to make assumptions about people's needs or abilities but will consult customers to identify individual needs.

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## **Complaints Procedure**

We aim for most complaints to be dealt with informally to the satisfaction of the complainant, however, if this is not possible this procedure sets out how a complaint will be investigated.

### **How does the complaint procedure work?**

#### *Stage 1*

Initially, you are advised to take up your complaint with the person responsible for the facility providing the service you want to complain about. You can make a complaint to the respective Facility Manager in a variety of ways:

- Personal call into the Facility Manager's office.
- Telephone.
- Letter or email.

On receipt of a complaint, the Facility Manager will contact the complainant to clarify the issues raised and make an appointment to meet them if required. Details of all contact and discussions with the complainant will be fully recorded on our official Complaints Record Form.

If you are not satisfied with how your initial complaint has been handled we will adopt a formal procedure to investigate it further as per Stage 2.

#### *Stage 2*

If you are still unhappy with the action we have taken your complaint can be referred directly to the CareMalta Head Office who will examine it thoroughly and review the actions taken to date.

You can contact CareMalta Head Office in a variety of ways:

- **In person at:**

CareMalta Ltd, The Three Arches, Valletta Road in Mosta.

- **In writing to:**

CareMalta Ltd, The Three Arches, Valletta Road, Mosta MST9016, Malta.

- **Email**

By contacting us through our email on [info@caremalta.com](mailto:info@caremalta.com)

- **Telephone**

By contacting our office on 00356 2258 4200

We will record your complaint in writing by asking you to give full details of your grievances and acknowledge we have received this within 3 working days.

The complaint will be investigated by an assigned member/s of the Senior Management Team who will investigate the complaint in accordance with agreed CareMalta standards. You will be contacted back within a maximum of 15 days with a full reply, or, if a more detailed investigation is needed, a progress report.

*Stage 3*

If you want your complaint to be handled by a non executive person, you can contact Mr Robert VonBrockdorff on:

**Email**

Email on [Robvonbrockdorff@gmail.com](mailto:Robvonbrockdorff@gmail.com)

**Telephone**

By telephone on 00356 99422600

The complaint will be investigated by the non executive director, who will investigate the complaint in accordance with agreed CareMalta standards. You will be contacted back

within a maximum of 15 days with a full reply, or, if a more detailed investigation is needed, a progress report.

**More information**

You can find out more information about CareMalta by visiting our website at:

[www.caremalta.com](http://www.caremalta.com)

