

CUSTOMER SERVICE POLICY

Policy statement

Trussell is committed to ensuring that excellent customer service is a fundamental part of the support we provide. When food banks, referral agencies and members of the public contact us, we will provide a consistent and professional service in an open and accountable way.

You can contact us via the contact us page on our website, via Email info@arfon.foodbank.org.uk by phoning 01286673355 or via letter addressed to PO Box113 Caernarfon LL55 9BH.

This policy covers the customer service standards set out by Arfon Foodbank and Trussell. If you would like to make a comment, compliment or complaint then please visit our [Contact us](#) page. Our complaints policy and procedure is covered by a separate policy which can be found here: on the website

When members of the public contact us, we will:

- Endeavour to help as far as appropriate
- Be polite and courteous
- Be fair and non-judgemental
- Be compassionate and caring
- Be friendly and professional

We aim to respond to all emails within 48 hours and provide support 9am – 5pm Monday to Friday. We aim to reply to any voicemails within 48 hours and letters within 5 working days of receipt of the letter.

Zero tolerance policy

Trussell is committed to providing good customer service, but the safety and wellbeing of our staff and volunteers is of paramount importance.

Trussell staff have the right to be treated with dignity and respect and work in a safe environment free from bullying and harassment. We therefore operate a strict no tolerance policy to swearing, shouting and verbal abuse, and we reserve the right to terminate any call or cease contact with anyone who fails to meet these standards.

Trussell has a zero tolerance policy towards abusive language.

What counts as abusive language?

- Hateful, obscene, offensive, profane, racist, sexual, defamatory, or violent language
- Any swearing or shouting that our staff judge to be unreasonable

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- Any threat of harm against yourself, our staff or others

We reserve the right to contact the relevant authorities as necessary, if a person is using threats or is repeatedly being abusive.

If you would like to discuss anything in this policy further, then please contact the Food bank at info@arfon.foodbank.org.uk