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The Queen's Award for
Voluntary Service
2007



Appeals Procedure (Customer Care)



Foresight are aware that the organisation can only succeed if our customers succeed. Foresight is therefore committed to building genuine, lasting relationships with our clients to achieve mutually agreed objectives. To underline this policy Foresight makes the following commitments to its customers:



To be fair and reasonable at all times.



To always deal honestly and openly.



To offer a high standard of service and professionalism.

To measure the satisfaction of our customers with our services and to take steps to improve areas which customers are not happy with.



Make our services available to customers in a way that matches their requirements, including those with differing or special needs.



To ensure in all our dealings we will seek to carry our duties promptly, courteously and professionally.



To ensure that the advice we give will be impartial.

To give the best possible advice based on information and explain provided.



North East Lincolnshire
Care Trust Plus

To treat all customers equally.

To seek the views of our customers on the service provided and take into account their views in improving and changing our existing services.



To follow a strict code of confidentiality and willingly support all regulatory and legislative requirements placed upon us.

This information is also available in other formats, languages and picture format upon request.

